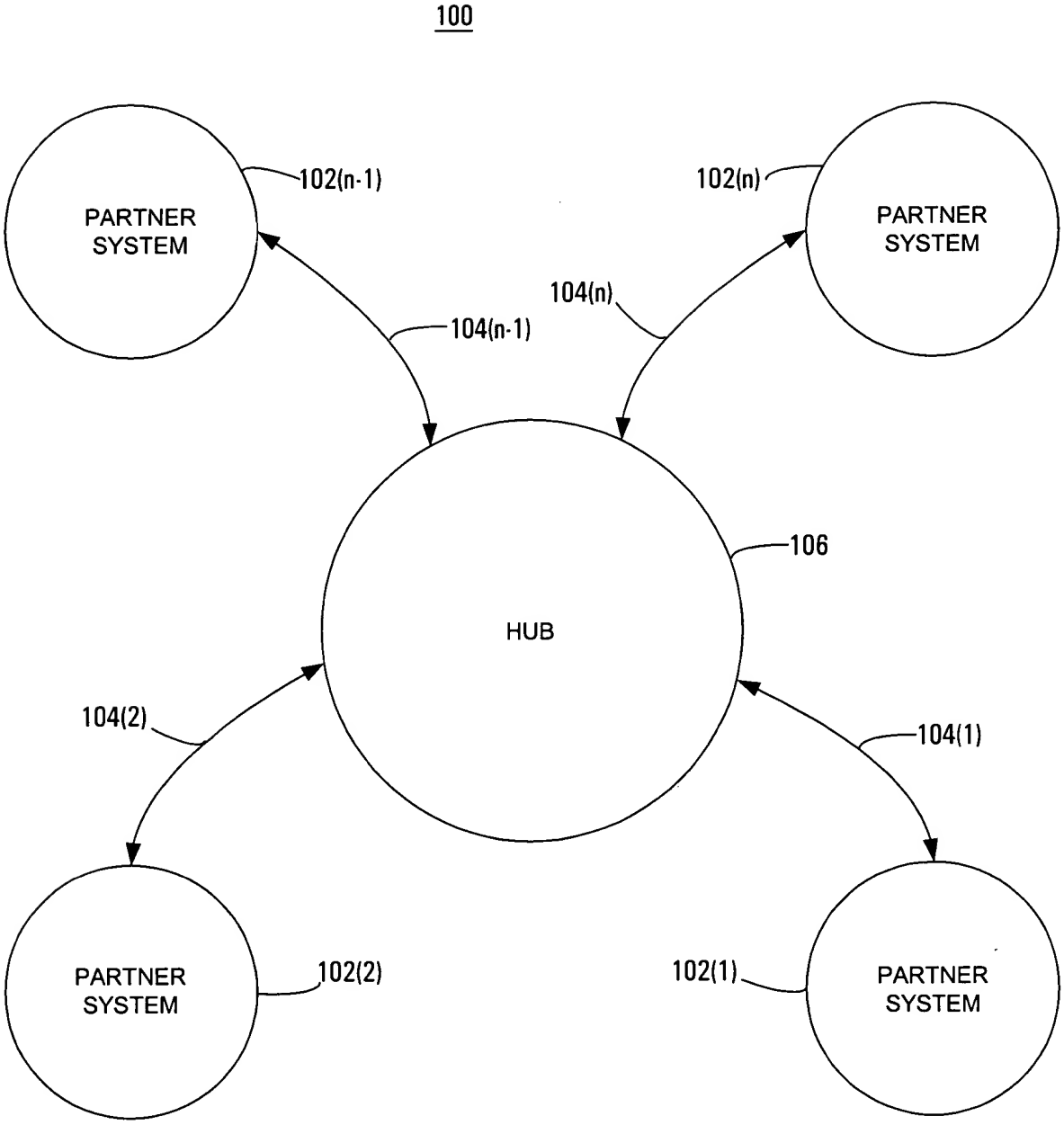
100
PARTNER SYSTEM
102(n-1)
104(n-1)
102(n)
PARTNER SYSTEM
104(n)
HUB
106
104(2)
104(1)
PARTNER SYSTEM
102(2)
102(1)
PARTNER SYSTEM

FIG. 1

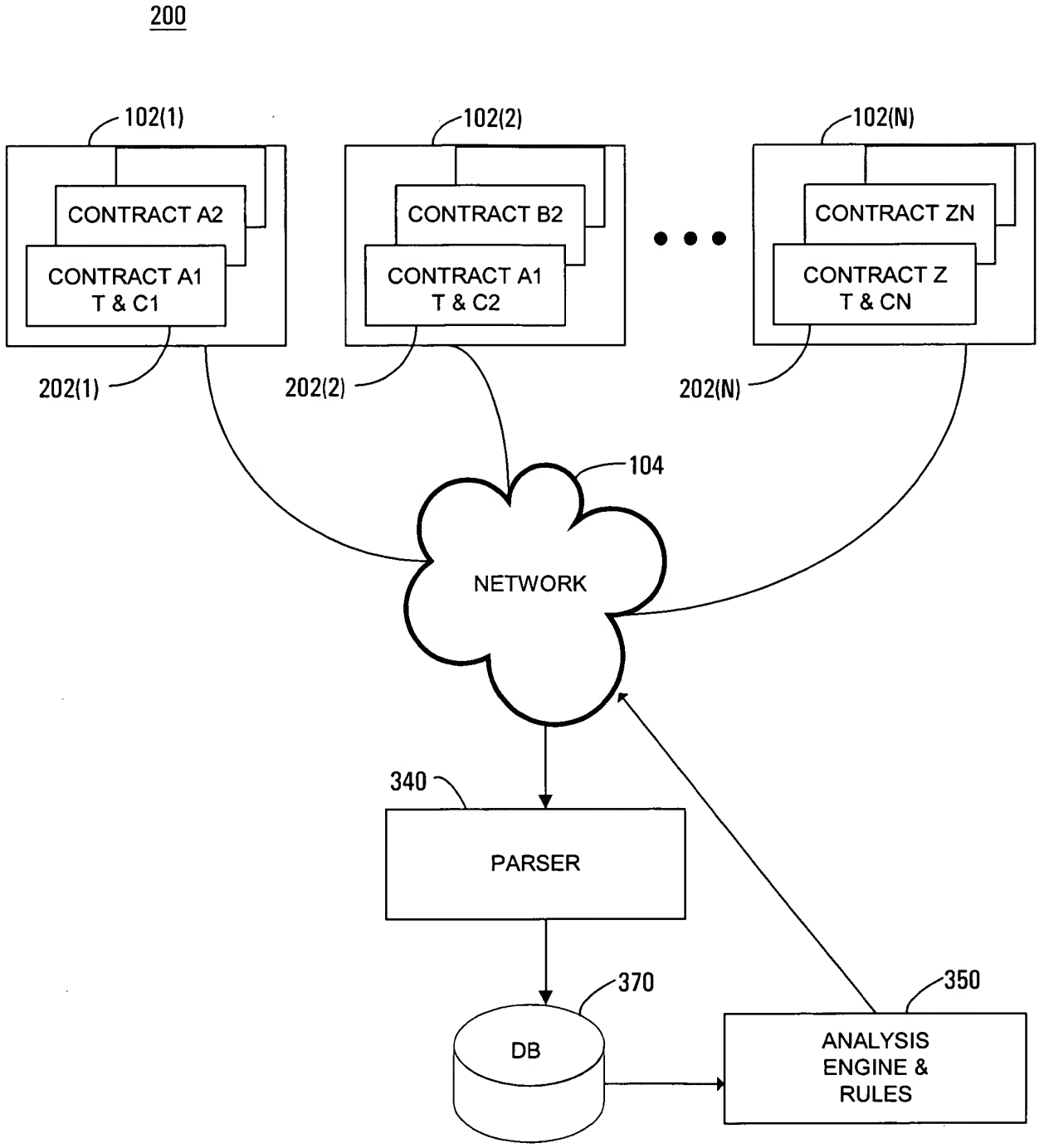
200
102(1)
CONTRACT A2
CONTRACT A1
T & C1
202(1)
102(2)
CONTRACT B2
CONTRACT A1
T & C2
202(2)
102(N)
CONTRACT ZN
CONTRACT Z
T & CN
202(N)
104
NETWORK
340
PARSER
370
DB
350
ANALYSIS
ENGINE &
RULES

FIG. 2

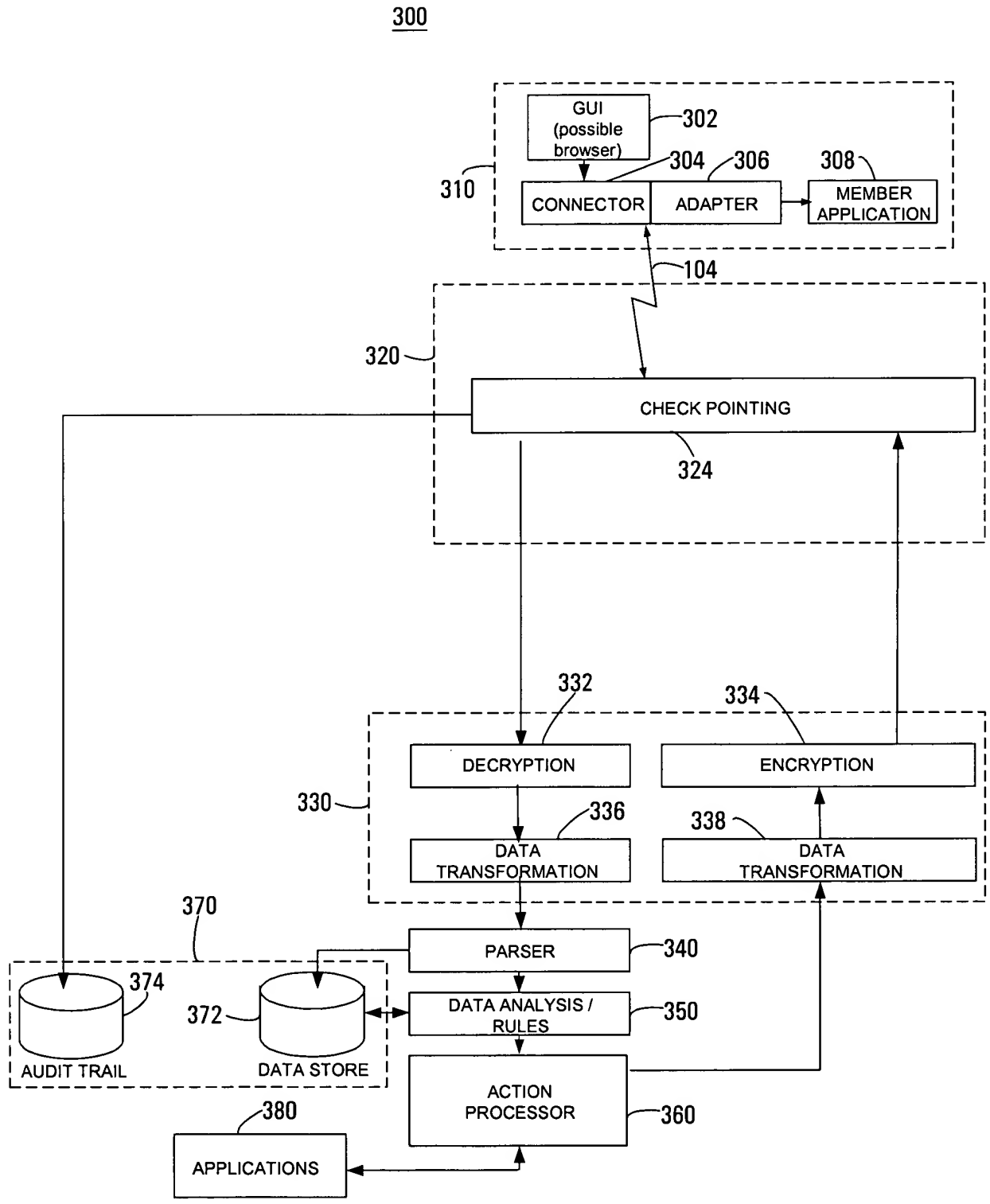
300
GUI (possible browser)
302
304
306
308
310
CONNECTOR
ADAPTER
MEMBER APPLICATION
104
320
CHECK POINTING
324
332
334
330
DECRYPTION
ENCRYPTION
336
338
DATA TRANSFORMATION
DATA TRANSFORMATION
370
PARSER
340
374
372
DATA ANALYSIS / RULES
350
AUDIT TRAIL
DATA STORE
ACTION PROCESSOR
360
380
APPLICATIONS

FIG. 3

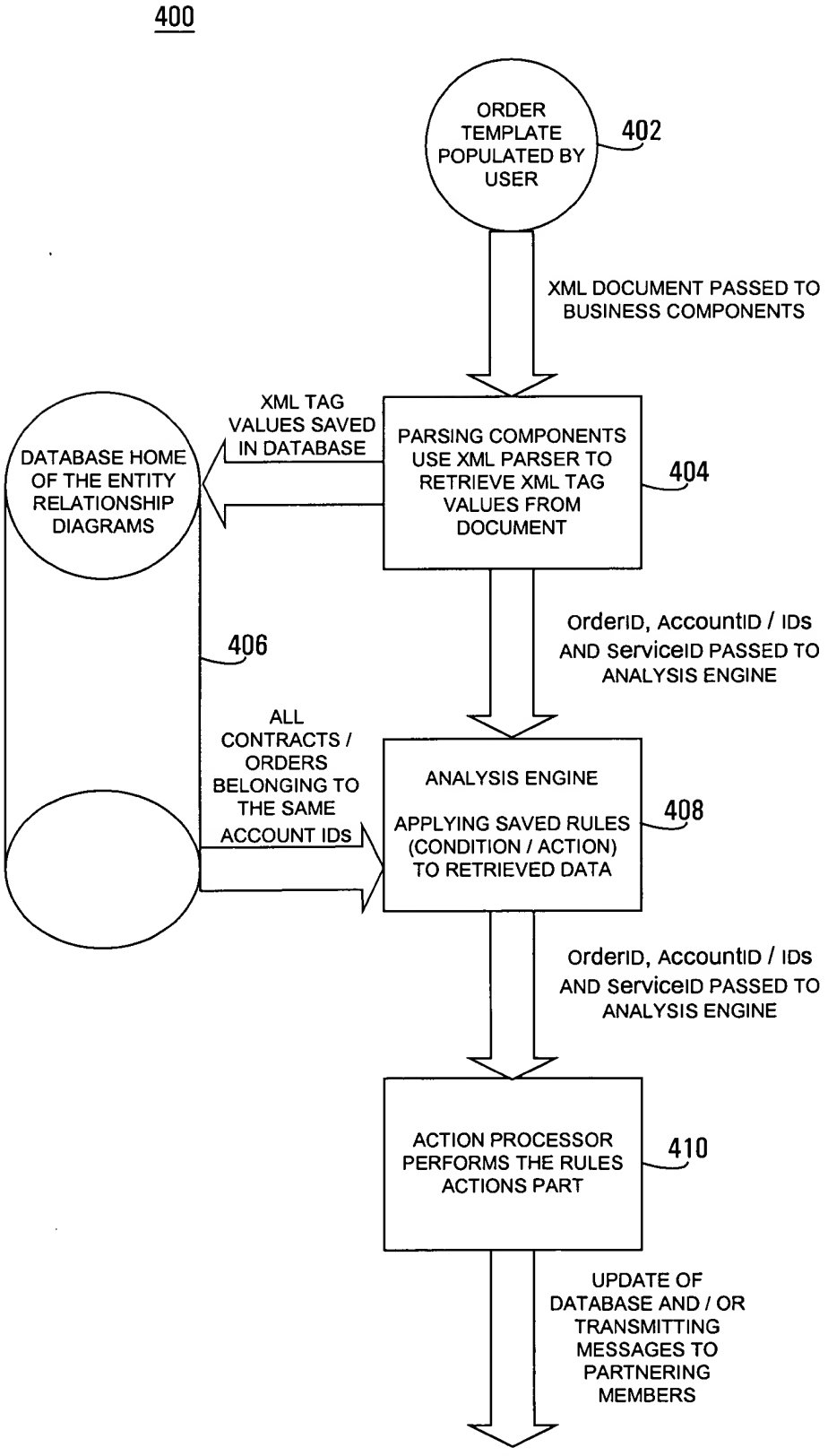
400
ORDER TEMPLATE POPULATED BY USER
402
XML DOCUMENT PASSED TO BUSINESS COMPONENTS
XML TAG VALUES SAVED IN DATABASE
DATABASE HOME OF THE ENTITY RELATIONSHIP DIAGRAMS
PARSING COMPONENTS USE XML PARSER TO RETRIEVE XML TAG VALUES FROM DOCUMENT
404
406
OrderID, AccountID / IDs AND ServiceID PASSED TO ANALYSIS ENGINE
ALL CONTRACTS / ORDERS BELONGING TO THE SAME ACCOUNT IDs
ANALYSIS ENGINE
APPLYING SAVED RULES (CONDITION / ACTION) TO RETRIEVED DATA
408
OrderID, AccountID / IDs AND ServiceID PASSED TO ANALYSIS ENGINE
ACTION PROCESSOR PERFORMS THE RULES ACTIONS PART
410
UPDATE OF DATABASE AND / OR TRANSMITTING MESSAGES TO PARTNERING MEMBERS

FIG. 4

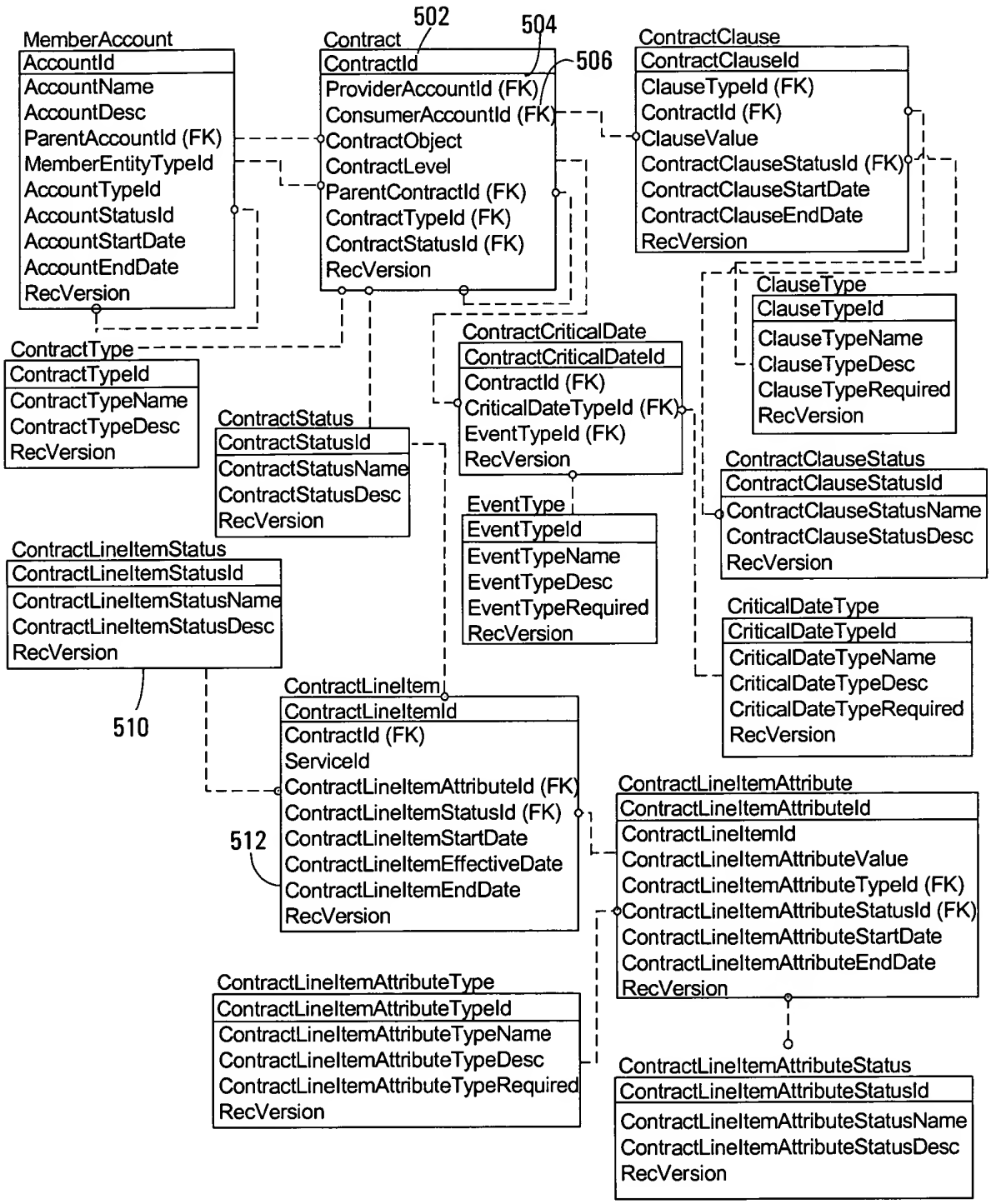
500
MemberAccount
AccountId
AccountName
AccountDesc
ParentAccountId (FK)
MemberEntityTypeId
AccountTypeId
AccountStatusId
AccountStartDate
AccountEndDate
RecVersion
502
504
506
Contract
ContractId
ProviderAccountId (FK)
ConsumerAccountId (FK)
ContractObject
ContractLevel
ParentContractId (FK)
ContractTypeId (FK)
ContractStatusId (FK)
RecVersion
ContractClause
ContractClauseId
ClauseTypeId (FK)
ContractId (FK)
ClauseValue
ContractClauseStatusId (FK)
ContractClauseStartDate
ContractClauseEndDate
RecVersion
ClauseType
ClauseTypeId
ClauseTypeName
ClauseTypeDesc
ClauseTypeRequired
RecVersion
ContractType
ContractTypeId
ContractTypeName
ContractTypeDesc
RecVersion
ContractStatus
ContractStatusId
ContractStatusName
ContractStatusDesc
RecVersion
ContractCriticalDate
ContractCriticalDateId
ContractId (FK)
CriticalDateTypeId (FK)
EventTypeId (FK)
RecVersion
EventType
EventTypeId
EventTypeName
EventTypeDesc
EventTypeRequired
RecVersion
ContractClauseStatus
ContractClauseStatusId
ContractClauseStatusName
ContractClauseStatusDesc
RecVersion
CriticalDateType
CriticalDateTypeId
CriticalDateTypeName
CriticalDateTypeDesc
CriticalDateTypeRequired
RecVersion
ContractLineItemStatus
ContractLineItemStatusId
ContractLineItemStatusName
ContractLineItemStatusDesc
RecVersion
510
ContractLineItem
ContractLineItemId
ContractId (FK)
ServiceId
ContractLineItemAttributeId (FK)
ContractLineItemStatusId (FK)
512
ContractLineItemStartDate
ContractLineItemEffectiveDate
ContractLineItemEndDate
RecVersion
ContractLineItemAttribute
ContractLineItemAttributeId
ContractLineItemId
ContractLineItemAttributeValue
ContractLineItemAttributeTypeId (FK)
ContractLineItemAttributeStatusId (FK)
ContractLineItemAttributeStartDate
ContractLineItemAttributeEndDate
RecVersion
ContractLineItemAttributeType
ContractLineItemAttributeTypeId
ContractLineItemAttributeTypeName
ContractLineItemAttributeTypeDesc
ContractLineItemAttributeTypeRequired
RecVersion
ContractLineItemAttributeStatus
ContractLineItemAttributeStatusId
ContractLineItemAttributeStatusName
ContractLineItemAttributeStatusDesc
RecVersion

FIG. 5A

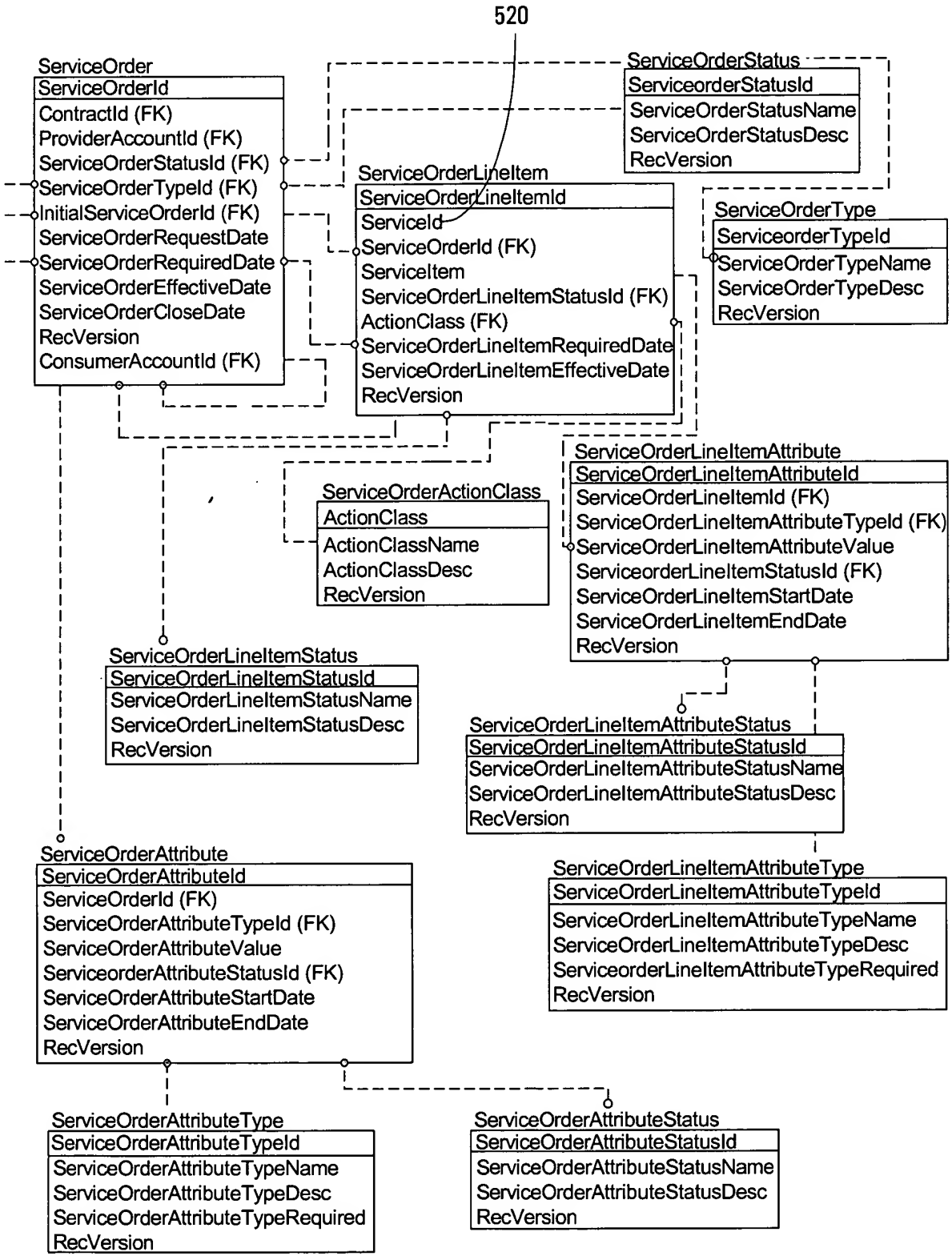
520
ServiceOrder
ServiceOrderId
ContractId (FK)
ProviderAccountId (FK)
ServiceOrderStatusId (FK)
ServiceOrderTypeId (FK)
InitialServiceOrderId (FK)
ServiceOrderRequestDate
ServiceOrderRequiredDate
ServiceOrderEffectiveDate
ServiceOrderCloseDate
RecVersion
ConsumerAccountId (FK)
ServiceOrderStatus
ServiceorderStatusId
ServiceOrderStatusName
ServiceOrderStatusDesc
RecVersion
ServiceOrderLineItem
ServiceOrderLineItemId
ServiceId
ServiceOrderId (FK)
ServiceItem
ServiceOrderLineItemStatusId (FK)
ActionClass (FK)
ServiceOrderLineItemRequiredDate
ServiceOrderLineItemEffectiveDate
RecVersion
ServiceOrderType
ServiceorderTypeId
ServiceOrderTypeName
ServiceOrderTypeDesc
RecVersion
ServiceOrderLineItemAttribute
ServiceOrderLineItemAttributeId
ServiceOrderLineItemId (FK)
ServiceOrderLineItemAttributeTypeId (FK)
ServiceOrderLineItemAttributeValue
ServiceorderLineItemStatusId (FK)
ServiceOrderLineItemStartDate
ServiceOrderLineItemEndDate
RecVersion
ServiceOrderActionClass
ActionClass
ActionClassName
ActionClassDesc
RecVersion
ServiceOrderLineItemStatus
ServiceOrderLineItemStatusId
ServiceOrderLineItemStatusName
ServiceOrderLineItemStatusDesc
RecVersion
ServiceOrderLineItemAttributeStatus
ServiceOrderLineItemAttributeStatusId
ServiceOrderLineItemAttributeStatusName
ServiceOrderLineItemAttributeStatusDesc
RecVersion
ServiceOrderAttribute
ServiceOrderAttributeId
ServiceOrderId (FK)
ServiceOrderAttributeTypeId (FK)
ServiceOrderAttributeValue
ServiceorderAttributeStatusId (FK)
ServiceOrderAttributeStartDate
ServiceOrderAttributeEndDate
RecVersion
ServiceOrderLineItemAttributeType
ServiceOrderLineItemAttributeTypeId
ServiceOrderLineItemAttributeTypeName
ServiceOrderLineItemAttributeTypeDesc
ServiceorderLineItemAttributeTypeRequired
RecVersion
ServiceOrderAttributeType
ServiceOrderAttributeTypeId
ServiceOrderAttributeTypeName
ServiceOrderAttributeTypeDesc
ServiceOrderAttributeTypeRequired
RecVersion
ServiceOrderAttributeStatus
ServiceOrderAttributeStatusId
ServiceOrderAttributeStatusName
ServiceOrderAttributeStatusDesc
RecVersion

FIG. 5B

600

```
<?xml version ="1.0"?>
<!DOCTYPE Contract SYSTEM "PartnerCommunityNamespace.dtd">
<Order>
        <OrderID>only text</OrderID>
        <AccountID>only text</AccountID>
        <UserID>only text</UserID>
        <OrderLineItem>
602      <Service>
                <ServiceID>only text</ServiceID>
                <Account>
                </Account>
                <CriticalDates>
                </CriticalDates>
                <Attributes>
                        <AttributeType>only text</AttributeType>
                        <AttributeValue>only text</AttributeValue>
                        <DisplayName>only text</DisplayName>
                        <Description>only text</Description>
                        <DataType>only text</DataType>
                        <Flags>only text</Flags>
                        <Importance>only text</Importance>
                        <Status>only text</Status>
                </Attributes>
                <Title>only text</Title>
604     </Service>
            <Attributes>
                <AttributeType>only text</AttributeType>
                <AttributeValue>only text</AttributeValue>
                <DisplayName>only text</DisplayName>
                <Description>only text</Description>
                <DataType>only text</DataType>
                <Flags>only text</Flags>
                <Importance>only text</Importance>
                <Status>only text</Status>
            </Attributes>
            <OrderLineItemID>only text</OrderLineItemID>
            <CriticalDates>
                <DateID>only text</DateID>
                <DateName>only text</DateName>
                <DateValue>only text</DateValue>
                <DateDescription>only text</DateDescription>
```

FIG. 6A

```
                        <Flags>only text</Flags>
                        <Importance>only text</Importance>
                        <Status>only text</Status>
                        <Event>
                            <EventType>only text</EventType>
                            <EventDescription>only text</EventDescription>
                        </Event>
                    </CriticalDates>
                    <ActionClass>only text</ActionClass>
                    <Status>only text</Status>
                </OrderLineItem>
                <ContractID>only text</ContractID>
                <Attributes>
                    <AttributeType>only text</AttributeType>
                    <AttributeValue>only text</AttributeValue>
                    <DisplayName>only text</DisplayName>
                    <Description>only text</Description>
                    <DataType>only text</DataType>
                    <Flags>only text</Flags>
                    <Importance>only text</Importance>
                    <Status>only text</Status>
                </Attributes>
                <Status>only text</Status>
            </Order>
```

FIG. 6B

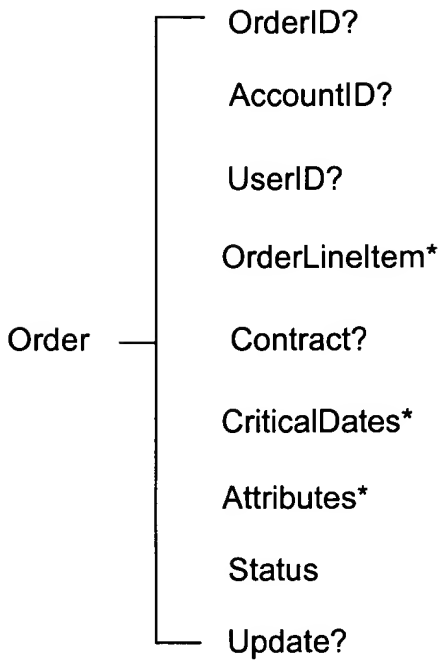
Order
OrderID?
AccountID?
UserID?
OrderLineItem*
Contract?
CriticalDates*
Attributes*
Status
Update?

FIG. 7

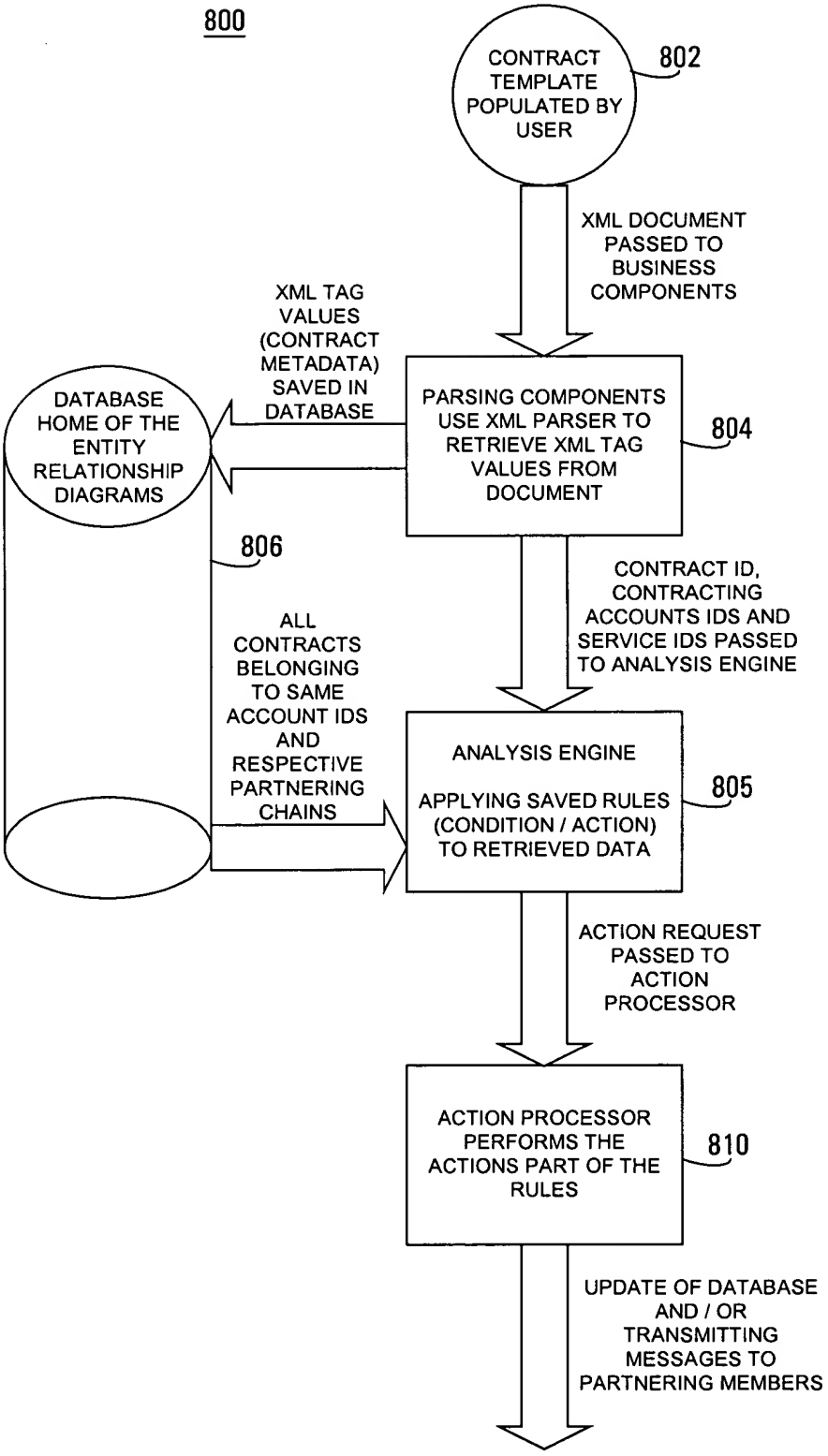
800
CONTRACT TEMPLATE POPULATED BY USER
802
XML DOCUMENT PASSED TO BUSINESS COMPONENTS
XML TAG VALUES (CONTRACT METADATA) SAVED IN DATABASE
DATABASE HOME OF THE ENTITY RELATIONSHIP DIAGRAMS
PARSING COMPONENTS USE XML PARSER TO RETRIEVE XML TAG VALUES FROM DOCUMENT
804
806
CONTRACT ID, CONTRACTING ACCOUNTS IDS AND SERVICE IDS PASSED TO ANALYSIS ENGINE
ALL CONTRACTS BELONGING TO SAME ACCOUNT IDS AND RESPECTIVE PARTNERING CHAINS
ANALYSIS ENGINE
APPLYING SAVED RULES (CONDITION / ACTION) TO RETRIEVED DATA
805
ACTION REQUEST PASSED TO ACTION PROCESSOR
ACTION PROCESSOR PERFORMS THE ACTIONS PART OF THE RULES
810
UPDATE OF DATABASE AND / OR TRANSMITTING MESSAGES TO PARTNERING MEMBERS

FIG. 8

900

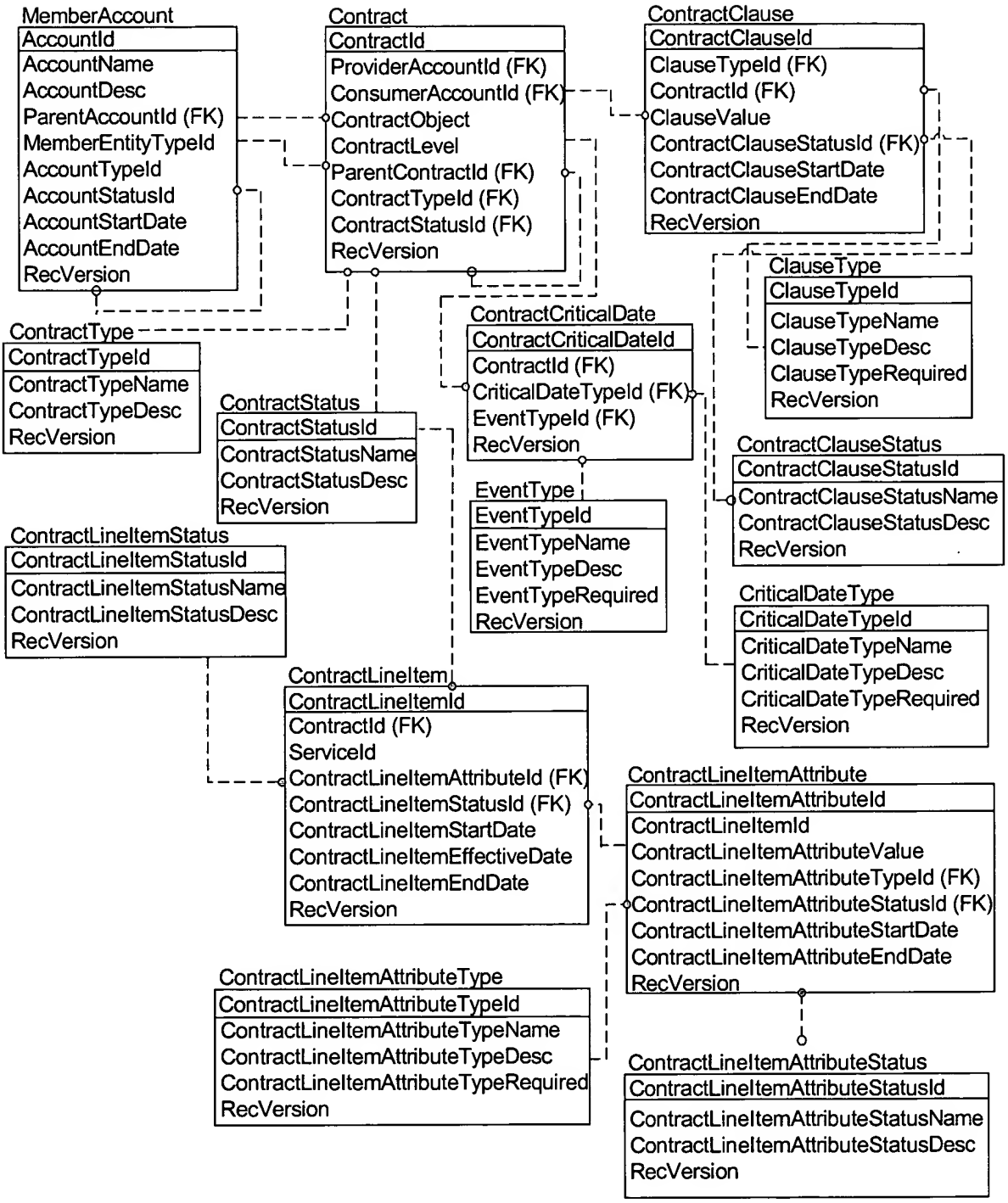
MemberAccount
AccountId
AccountName
AccountDesc
ParentAccountId (FK)
MemberEntityTypeId
AccountTypeId
AccountStatusId
AccountStartDate
AccountEndDate
RecVersion
Contract
ContractId
ProviderAccountId (FK)
ConsumerAccountId (FK)
ContractObject
ContractLevel
ParentContractId (FK)
ContractTypeId (FK)
ContractStatusId (FK)
RecVersion
ContractClause
ContractClauseId
ClauseTypeId (FK)
ContractId (FK)
ClauseValue
ContractClauseStatusId (FK)
ContractClauseStartDate
ContractClauseEndDate
RecVersion
ClauseType
ClauseTypeId
ClauseTypeName
ClauseTypeDesc
ClauseTypeRequired
RecVersion
ContractType
ContractTypeId
ContractTypeName
ContractTypeDesc
RecVersion
ContractCriticalDate
ContractCriticalDateId
ContractId (FK)
CriticalDateTypeId (FK)
EventTypeId (FK)
RecVersion
ContractStatus
ContractStatusId
ContractStatusName
ContractStatusDesc
RecVersion
ContractClauseStatus
ContractClauseStatusId
ContractClauseStatusName
ContractClauseStatusDesc
RecVersion
EventType
EventTypeId
EventTypeName
EventTypeDesc
EventTypeRequired
RecVersion
ContractLineItemStatus
ContractLineItemStatusId
ContractLineItemStatusName
ContractLineItemStatusDesc
RecVersion
CriticalDateType
CriticalDateTypeId
CriticalDateTypeName
CriticalDateTypeDesc
CriticalDateTypeRequired
RecVersion
ContractLineItem
ContractLineItemId
ContractId (FK)
ServiceId
ContractLineItemAttributeId (FK)
ContractLineItemStatusId (FK)
ContractLineItemStartDate
ContractLineItemEffectiveDate
ContractLineItemEndDate
RecVersion
ContractLineItemAttribute
ContractLineItemAttributeId
ContractLineItemId
ContractLineItemAttributeValue
ContractLineItemAttributeTypeId (FK)
ContractLineItemAttributeStatusId (FK)
ContractLineItemAttributeStartDate
ContractLineItemAttributeEndDate
RecVersion
ContractLineItemAttributeType
ContractLineItemAttributeTypeId
ContractLineItemAttributeTypeName
ContractLineItemAttributeTypeDesc
ContractLineItemAttributeTypeRequired
RecVersion
ContractLineItemAttributeStatus
ContractLineItemAttributeStatusId
ContractLineItemAttributeStatusName
ContractLineItemAttributeStatusDesc
RecVersion

FIG. 9

1000

```
<?xml version ="1.0"?>
<!DOCTYPE Contract SYSTEM "PartnerCommunityNamespace.dtd">
<Contract>
    <Status>only text</Status>
    <ContractID>only text</ContractID>
    <ParentContractID>
        <ContractID>only text</ContractID>
    </ParentContractID>
    <ChildContracts>
        <ContractID>only text</ContractID>
    </ChildContracts>
    <ProviderAccount>
        <Account>
        </Account>
    </ProviderAccount>
    <ConsumerAccount>
        <Account>
        </Account>
    </ConsumerAccount>
    <ContractLineItem>
        <LineItemID>only text</LineItemID>
        <Service>
1002        <ServiceID>only text</ServiceID>
            <Account>
            </Account>
            <Attributes>
                <AttributeType>only text</AttributeType>
                <AttributeValue>only text</AttributeValue>
                <DisplayName>only text</DisplayName>
                <Description>only text</Description>
                <DataType>only text</DataType>
                <Flags>only text</Flags>
                <Importance>only text</Importance>
                <Status>only text</Status>
            </Attributes>
            <Title>only text</Title>
1004    </Service>
        <Attributes>
            <AttributeType>only text</AttributeType>
            <AttributeValue>only text</AttributeValue>
            <DisplayName>only text</DisplayName>
            <Description>only text</Description>
            <DataType>only text</DataType>
            <Flags>only text</Flags>
            <Importance>only text</Importance>
            <Status>only text</Status>
```

FIG. 10A

```
                    <Flags>only text</Flags>
                    <Importance>only text</Importance>
                    <Status>only text</Status>
                </Attributes>
                <Status>only text</Status>
                <StartDate>only text</StartDate>
                <EffectiveDate>only text</EffectiveDate>
                <EndDate>only text</EndDate>
            </ContractLineItem>
            <ContractClause>
                <ClauseID>only text</ClauseID>
                <ClauseType>
                    <ClauseTypeID>only text</ClauseTypeID>
                    <Name>only text</Name>
                    <Description>only text</Description>
                </ClauseType>
                <ClauseValue>only text</ClauseValue>
            </ContractClause>
            <CriticalDates>
                <DateID>only text</DateID>
                <DateName>only text</DateName>
                <DateValue>only text</DateValue>
                <DateDescription>only text</DateDescription>
                <Flags>only text</Flags>
                <Importance>only text</Importance>
                <Status>only text</Status>
                <Event>
                    <EventType>only text</EventType>
                    <EventDescription>only text</EventDescription>
                </Event>
            </CriticalDates>
            <Level>only text</Level>
            <ContractType>
                <Type>only text</Type>
                <Name>only text</Name>
                <Description>only text</Description>
            </ContractType>
        </Contract>
```

FIG. 10B

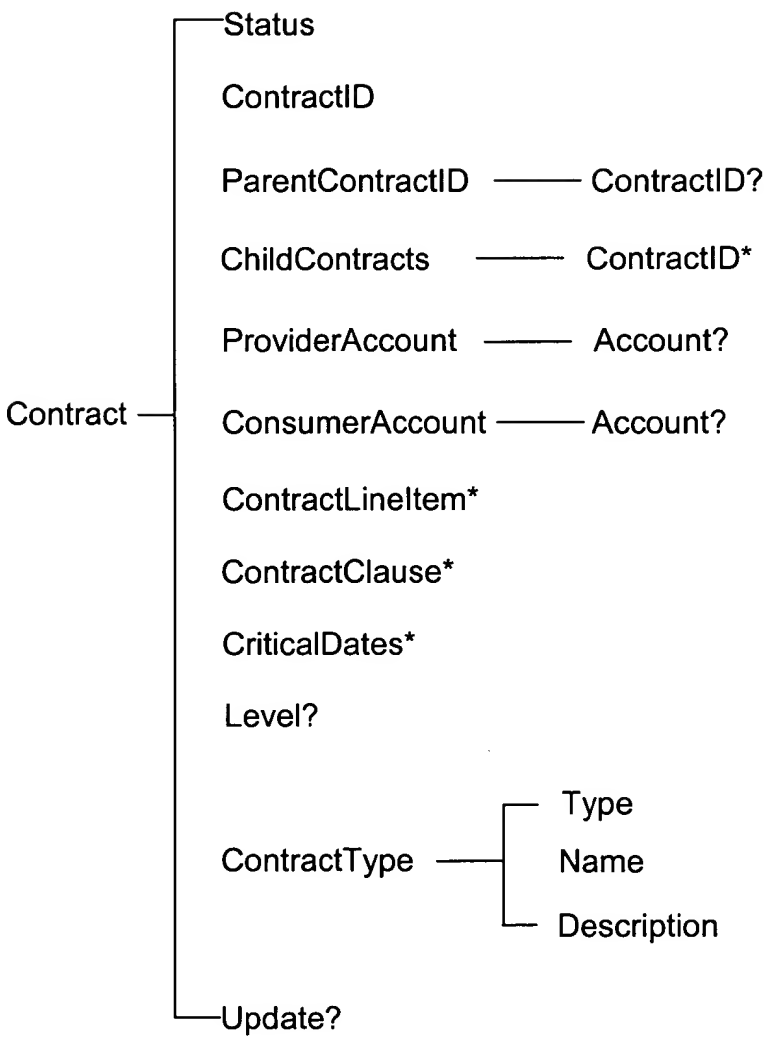
Contract
Status
ContractID
ParentContractID
ContractID?
ChildContracts
ContractID*
ProviderAccount
Account?
ConsumerAccount
Account?
ContractLineItem*
ContractClause*
CriticalDates*
Level?
ContractType
Type
Name
Description
Update?

FIG. 11

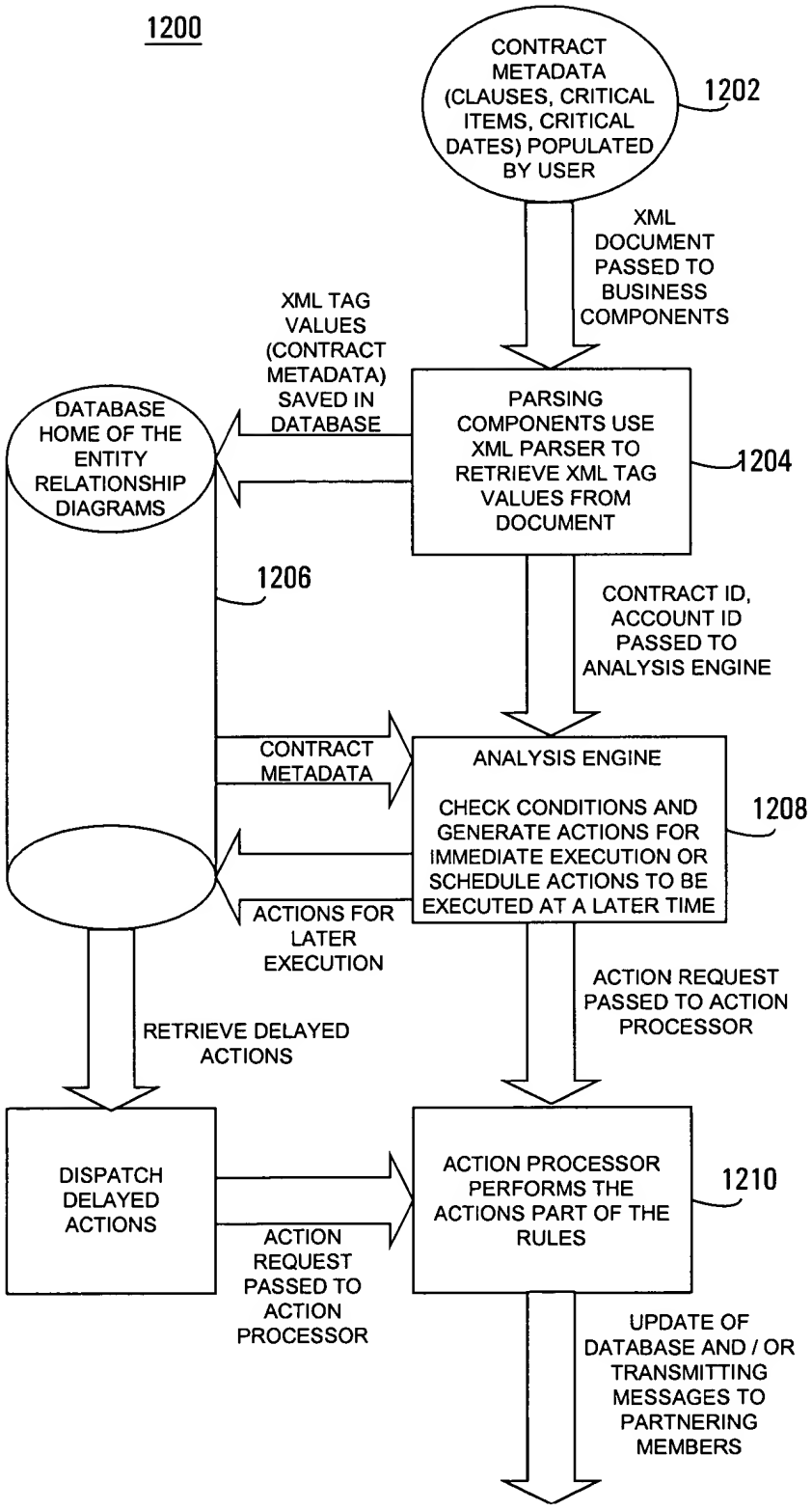
1200
CONTRACT METADATA (CLAUSES, CRITICAL ITEMS, CRITICAL DATES) POPULATED BY USER
1202
XML DOCUMENT PASSED TO BUSINESS COMPONENTS
XML TAG VALUES (CONTRACT METADATA) SAVED IN DATABASE
DATABASE HOME OF THE ENTITY RELATIONSHIP DIAGRAMS
PARSING COMPONENTS USE XML PARSER TO RETRIEVE XML TAG VALUES FROM DOCUMENT
1204
1206
CONTRACT ID, ACCOUNT ID PASSED TO ANALYSIS ENGINE
CONTRACT METADATA
ANALYSIS ENGINE
CHECK CONDITIONS AND GENERATE ACTIONS FOR IMMEDIATE EXECUTION OR SCHEDULE ACTIONS TO BE EXECUTED AT A LATER TIME
1208
ACTIONS FOR LATER EXECUTION
ACTION REQUEST PASSED TO ACTION PROCESSOR
RETRIEVE DELAYED ACTIONS
DISPATCH DELAYED ACTIONS
ACTION PROCESSOR PERFORMS THE ACTIONS PART OF THE RULES
1210
ACTION REQUEST PASSED TO ACTION PROCESSOR
UPDATE OF DATABASE AND / OR TRANSMITTING MESSAGES TO PARTNERING MEMBERS

FIG. 12

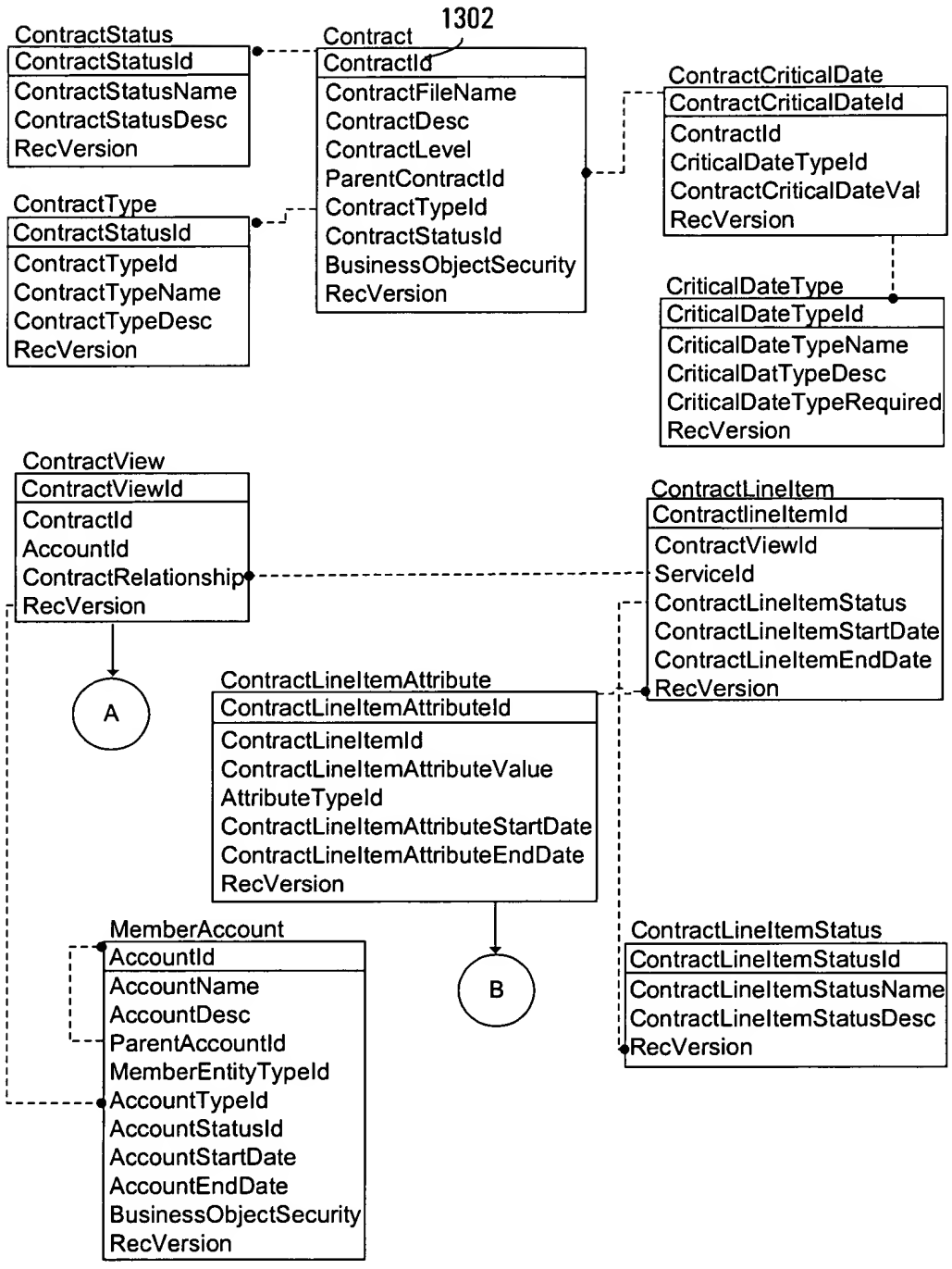
1300
1302
ContractStatus
ContractStatusId
ContractStatusName
ContractStatusDesc
RecVersion
Contract
ContractId
ContractFileName
ContractDesc
ContractLevel
ParentContractId
ContractTypeId
ContractStatusId
BusinessObjectSecurity
RecVersion
ContractCriticalDate
ContractCriticalDateId
ContractId
CriticalDateTypeId
ContractCriticalDateVal
RecVersion
ContractType
ContractStatusId
ContractTypeId
ContractTypeName
ContractTypeDesc
RecVersion
CriticalDateType
CriticalDateTypeId
CriticalDateTypeName
CriticalDatTypeDesc
CriticalDateTypeRequired
RecVersion
ContractView
ContractViewId
ContractId
AccountId
ContractRelationship
RecVersion
ContractLineItem
ContractlineItemId
ContractViewId
ServiceId
ContractLineItemStatus
ContractLineItemStartDate
ContractLineItemEndDate
RecVersion
A
ContractLineItemAttribute
ContractLineItemAttributeId
ContractLineItemId
ContractLineItemAttributeValue
AttributeTypeId
ContractLineItemAttributeStartDate
ContractLineItemAttributeEndDate
RecVersion
MemberAccount
AccountId
AccountName
AccountDesc
ParentAccountId
MemberEntityTypeId
AccountTypeId
AccountStatusId
AccountStartDate
AccountEndDate
BusinessObjectSecurity
RecVersion
B
ContractLineItemStatus
ContractLineItemStatusId
ContractLineItemStatusName
ContractLineItemStatusDesc
RecVersion

FIG. 13A

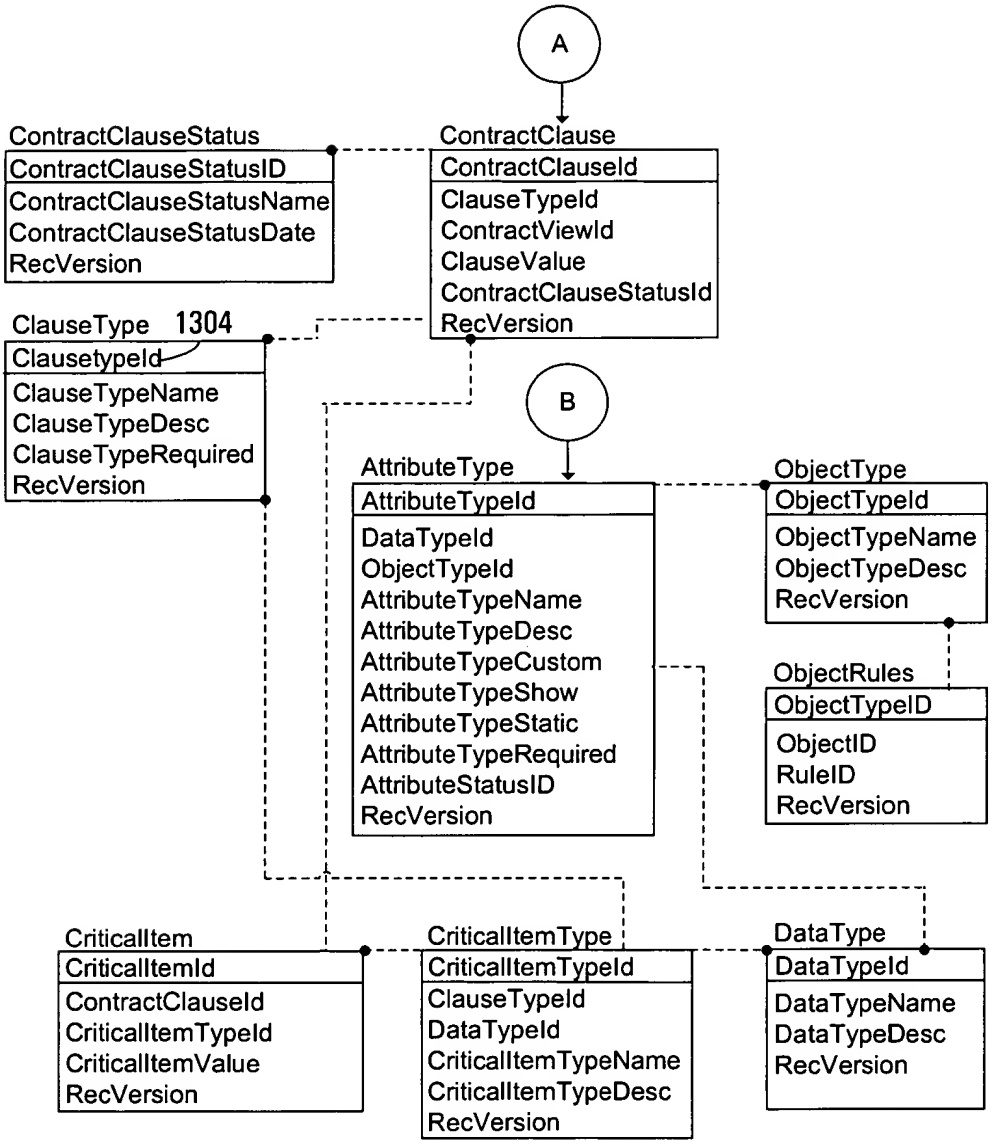
A
ContractClauseStatus
ContractClauseStatusID
ContractClauseStatusName
ContractClauseStatusDate
RecVersion
ContractClause
ContractClauseId
ClauseTypeId
ContractViewId
ClauseValue
ContractClauseStatusId
RecVersion
ClauseType
1304
ClausetypeId
ClauseTypeName
ClauseTypeDesc
ClauseTypeRequired
RecVersion
B
AttributeType
AttributeTypeId
DataTypeId
ObjectTypeId
AttributeTypeName
AttributeTypeDesc
AttributeTypeCustom
AttributeTypeShow
AttributeTypeStatic
AttributeTypeRequired
AttributeStatusID
RecVersion
ObjectType
ObjectTypeId
ObjectTypeName
ObjectTypeDesc
RecVersion
ObjectRules
ObjectTypeID
ObjectID
RuleID
RecVersion
CriticalItem
CriticalItemId
ContractClauseId
CriticalItemTypeId
CriticalItemValue
RecVersion
CriticalItemType
CriticalItemTypeId
ClauseTypeId
DataTypeId
CriticalItemTypeName
CriticalItemTypeDesc
RecVersion
DataType
DataTypeId
DataTypeName
DataTypeDesc
RecVersion

FIG. 13B

1400

```
<?xml version="1.0"?>
<!DOCTYPE DocumentBody SYSTEM
"file:///C:/Inetpub/wwwroot/PartnerCommunity/Schemas/PartnerCommunityNamespacePH3.dtd"
>
<!--Generated by XML Authority.-->
<DocumentBody>
        <DocumentHeader>
                <SecurityContext>
1406 ~          <UserID>
                        </UserID>
                        <AccountID>
                        </AccountID>
                </SecurityContext>
                <OperationStatus>
                        <Errors>
                        </Errors>
                        <Status>
                        </Status>
                </OperationStatus>
        </DocumentHeader>
        <Document>
                <Contract>
                        <Status>In Dispute</Status>
1402 ~          <ContractID>200</ContractID>
                        <ParentContractID></ParentContractID>
                        <ChildContracts>
                        </ChildContracts>
                        <Partners>
                                <Partner>
                        1404 ~  <AccountID>9</AccountID>
                                        <Relationship>Consumer</Relationship>
                                        <Account>
                                        </Account>
                                        <ParentAccountID>
                                                <AccountID></AccountID>
                                        </ParentAccountID>
                                        <ChildAccounts></ChildAccounts>
                                        <Attributes>
                                                <Attribute></Attribute>
                                        </Attributes>
                                        <AddressBooks>
                                                <AddressBook></AddressBook>
                                        </AddressBooks>
                                        <Level>0</Level>
                                        <Status>Active</Status>
```

FIG. 14A

```
                <AccountTypes>
                    <AccountType>4</AccountType>
                    <Description>Temporary Individual level account
                    </Description>
                    <Name>Guest</Name>
                </AccountTypes>
                <EntityTypes>
                    <EntityType>2</EntityType>
                    <Name>Application Service Provider</Name>
                    <Description>Application Service Provider
                    </Description>
                </EntityTypes>
            </Partner>
            <Partner>
                <AccountID>10</AccountID>
                <Relationship>Provider</Relationship>
                <Account>      </Account>
                <ParentAccountID>
                    <AccountID></AccountID>
                </ParentAccountID>
                <ChildAccounts></ChildAccounts>
                <Attribute></Attribute>
                <AddressBooks>
                    <AddressBook></AddressBook>
                </AddressBooks>
                <Level>0</Level>
                <Status>Active</Status>
                <AccountTypes>
                    <AccountType>4</AccountType>
                    <Description>Temporary Individual level account
                    </Description>
                    <Name>Guest</Name>
                </AccountTypes>
                <EntityTypes>
                    <EntityType>6</EntityType>
                    <Name>None</Name>
                    <Description>Does not belong to any specific market
                    type</Description>
                </EntityTypes>
            </Partner>
        </Partners>
        <ContractLineItems>
            <ContractLineItem>
                <LineItemID>154</LineItemID>
                <ContractID>70</ContractID>
                <ServiceID>34</ServiceID>
                <Status>Canceled</Status>
                <StartDate>02/27/2001</StartDate>
                <EndDate>02/27/2001</EndDate>
```

FIG. 14B

```
</ContractLineItem>
  <ContractClauses>
    <ContractClause>
      <ClauseID>-858993460</ClauseID>
      <ContractID>200</ContractID>
      <ClauseType>
        <ClauseTypeID>17</ClauseTypeID>
        <Name>Disclaimer of Warranty</Name>
      </ClauseType>
      <ClauseValue>dsds</ClauseValue>
    </ContractClause>
    <ContractClause>
      <ClauseID>154</ClauseID>
      <ContractID>200</ContractID>
1408  <ClauseType>
        <ClauseTypeID>11</ClauseTypeID>
        <Name>Term</Name>
      </ClauseType>
      <ClauseValue>New Details</ClauseValue>
      <CriticalItems>
        <CriticalItem>
          <CriticalItemType>1</CriticalItemType>
          <CriticalItemValue>82124</CriticalItemValue>
          <DisplayName>Contract Term</DisplayName>
          <Description>Term of contract in number of
          months</Description>
          <DataType>NUMBER</DataType>
        </CriticalItem>
      </CriticalItems>
    </ContractClause>
  </ContractClauses>
  <CriticalDates>
    <CriticalDate><DateID>333</DateID>
      <DateName>Start Date</DateName>
      <DateValue>02/27/2001</DateValue>
      <DateDescription>Agreement start date
      </DateDescription>
      <DateFlags></DateFlags>
      <DateImportance></DateImportance>
      <DateStatus></DateStatus>
    </CriticalDate>
  </CriticalDates>
<Level></Level>
<ContractType>
    <Type>2</Type>
    <Name>Service Level Agreement</Name>
```

FIG. 14C

```
                    <Description>Service Level Agreement</Description>
                </ContractType>
                <Description>New Details</Description>
                <ContractDocument>
                    <DocumentName>ADbaba22.txt</DocumentName>
                    <DocumentData>
                    </DocumentData>
                </ContractDocument>
                <Update>
                </Update>
            </Contract>
        </Document>
</DocumentBody>
```

FIG. 14D

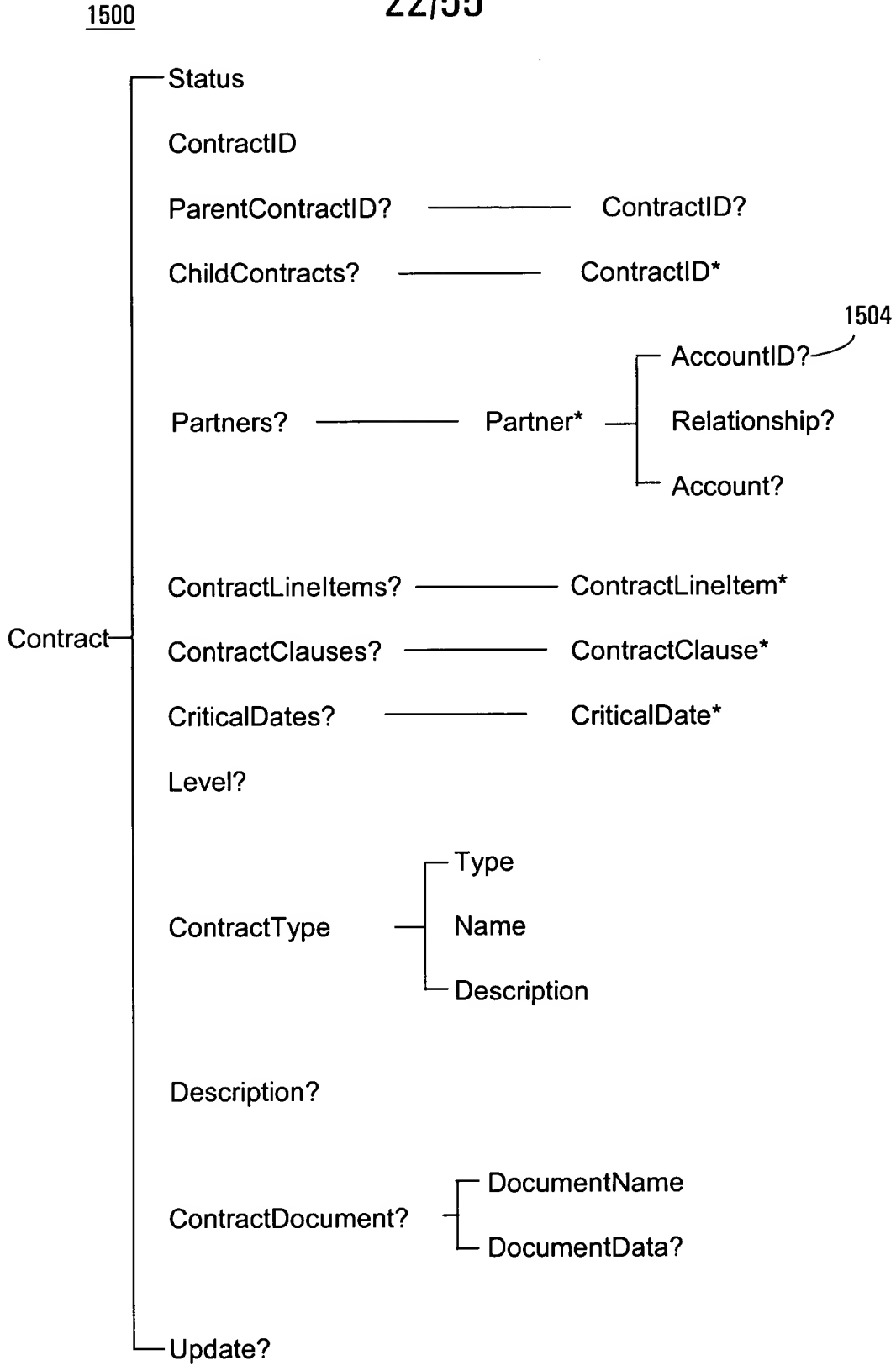
1500
Contract
Status
ContractID
ParentContractID?
ContractID?
ChildContracts?
ContractID*
1504
Partners?
Partner*
AccountID?
Relationship?
Account?
ContractLineItems?
ContractLineItem*
ContractClauses?
ContractClause*
CriticalDates?
CriticalDate*
Level?
ContractType
Type
Name
Description
Description?
ContractDocument?
DocumentName
DocumentData?
Update?

FIG. 15A

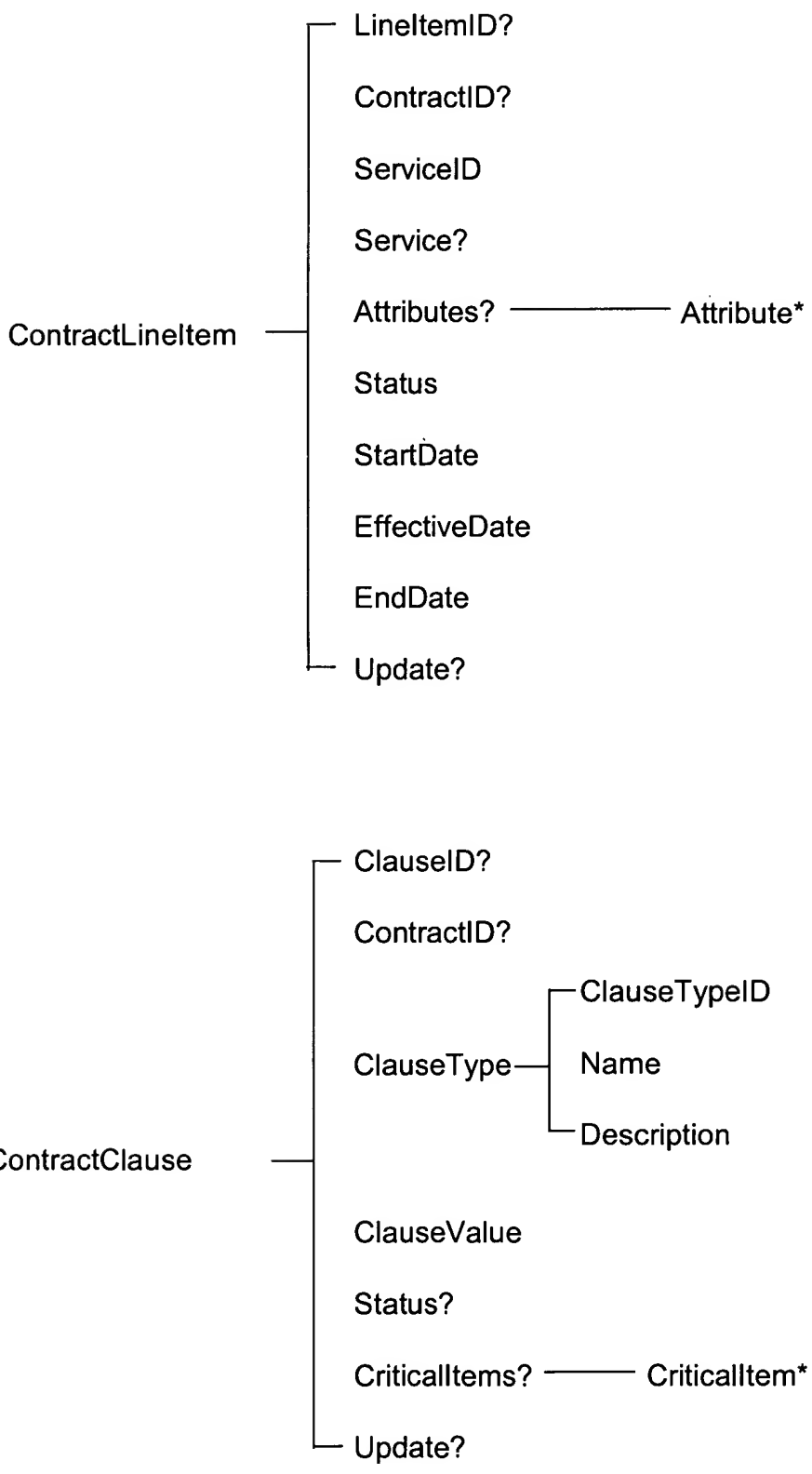
ContractLineItem
LineItemID?
ContractID?
ServiceID
Service?
Attributes?
Attribute*
Status
StartDate
EffectiveDate
EndDate
Update?
ContractClause
ClauseID?
ContractID?
ClauseType
ClauseTypeID
Name
Description
ClauseValue
Status?
CriticalItems?
CriticalItem*
Update?

FIG. 15B

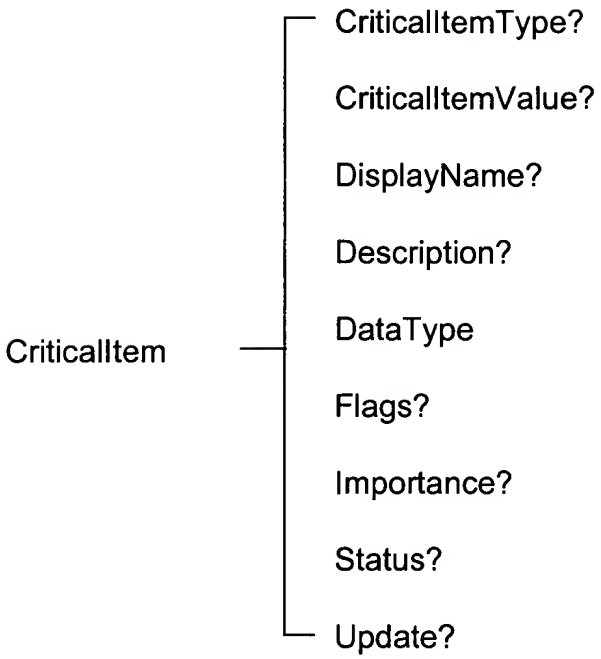
CriticalItem
CriticalItemType?
CriticalItemValue?
DisplayName?
Description?
DataType
Flags?
Importance?
Status?
Update?

FIG. 15C

1600

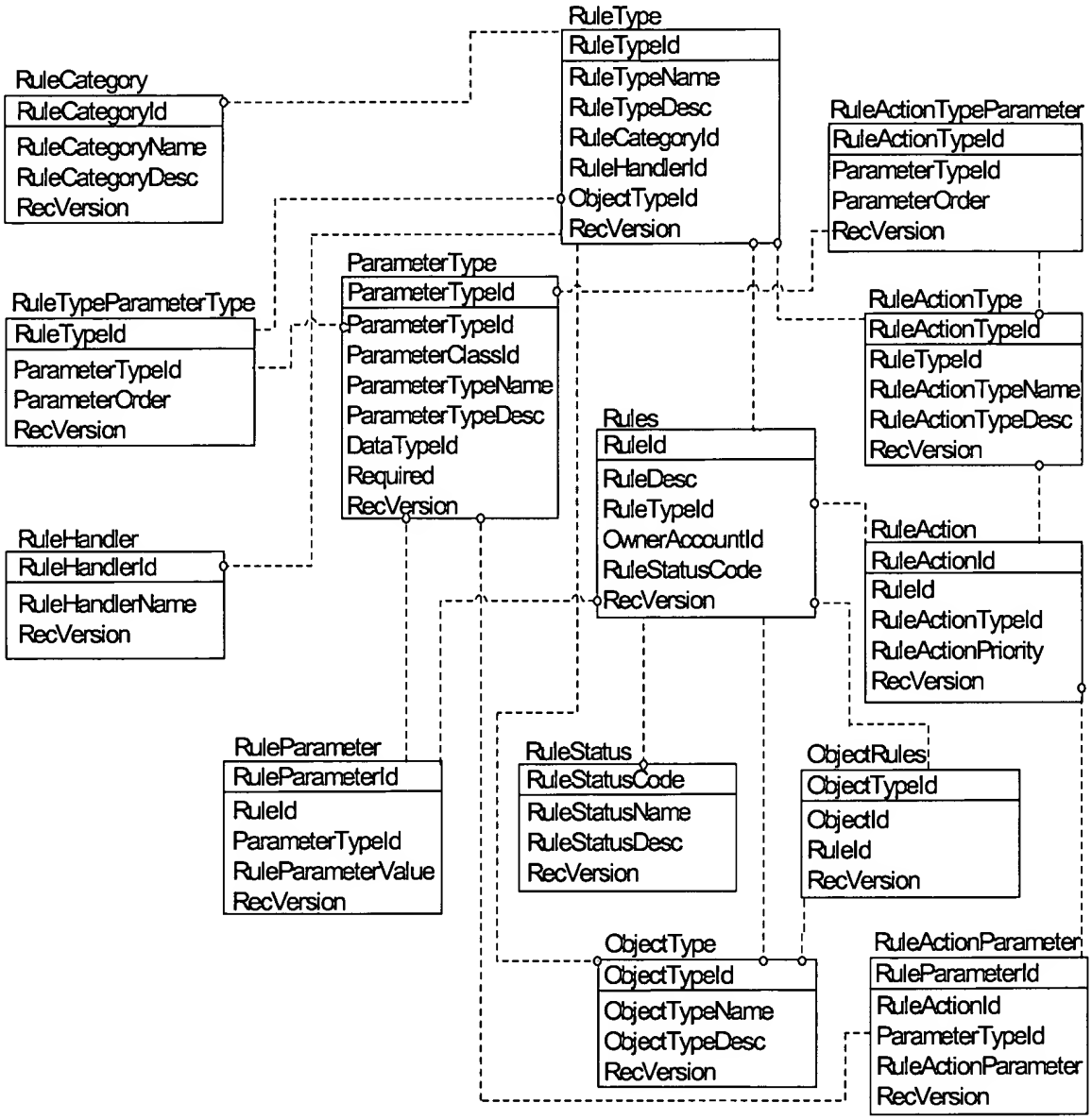
RuleType
RuleTypeId
RuleTypeName
RuleTypeDesc
RuleCategoryId
RuleHandlerId
ObjectTypeId
RecVersion
RuleCategory
RuleCategoryId
RuleCategoryName
RuleCategoryDesc
RecVersion
RuleActionTypeParameter
RuleActionTypeId
ParameterTypeId
ParameterOrder
RecVersion
ParameterType
ParameterTypeId
ParameterClassId
ParameterTypeName
ParameterTypeDesc
DataTypeId
Required
RecVersion
RuleTypeParameterType
RuleTypeId
ParameterTypeId
ParameterOrder
RecVersion
RuleActionType
RuleActionTypeId
RuleTypeId
RuleActionTypeName
RuleActionTypeDesc
RecVersion
Rules
RuleId
RuleDesc
RuleTypeId
OwnerAccountId
RuleStatusCode
RecVersion
RuleHandler
RuleHandlerId
RuleHandlerName
RecVersion
RuleAction
RuleActionId
RuleId
RuleActionTypeId
RuleActionPriority
RecVersion
RuleParameter
RuleParameterId
RuleId
ParameterTypeId
RuleParameterValue
RecVersion
RuleStatus
RuleStatusCode
RuleStatusName
RuleStatusDesc
RecVersion
ObjectRules
ObjectTypeId
ObjectId
RuleId
RecVersion
ObjectType
ObjectTypeId
ObjectTypeName
ObjectTypeDesc
RecVersion
RuleActionParameter
RuleParameterId
RuleActionId
ParameterTypeId
RuleActionParameter
RecVersion

FIG. 16

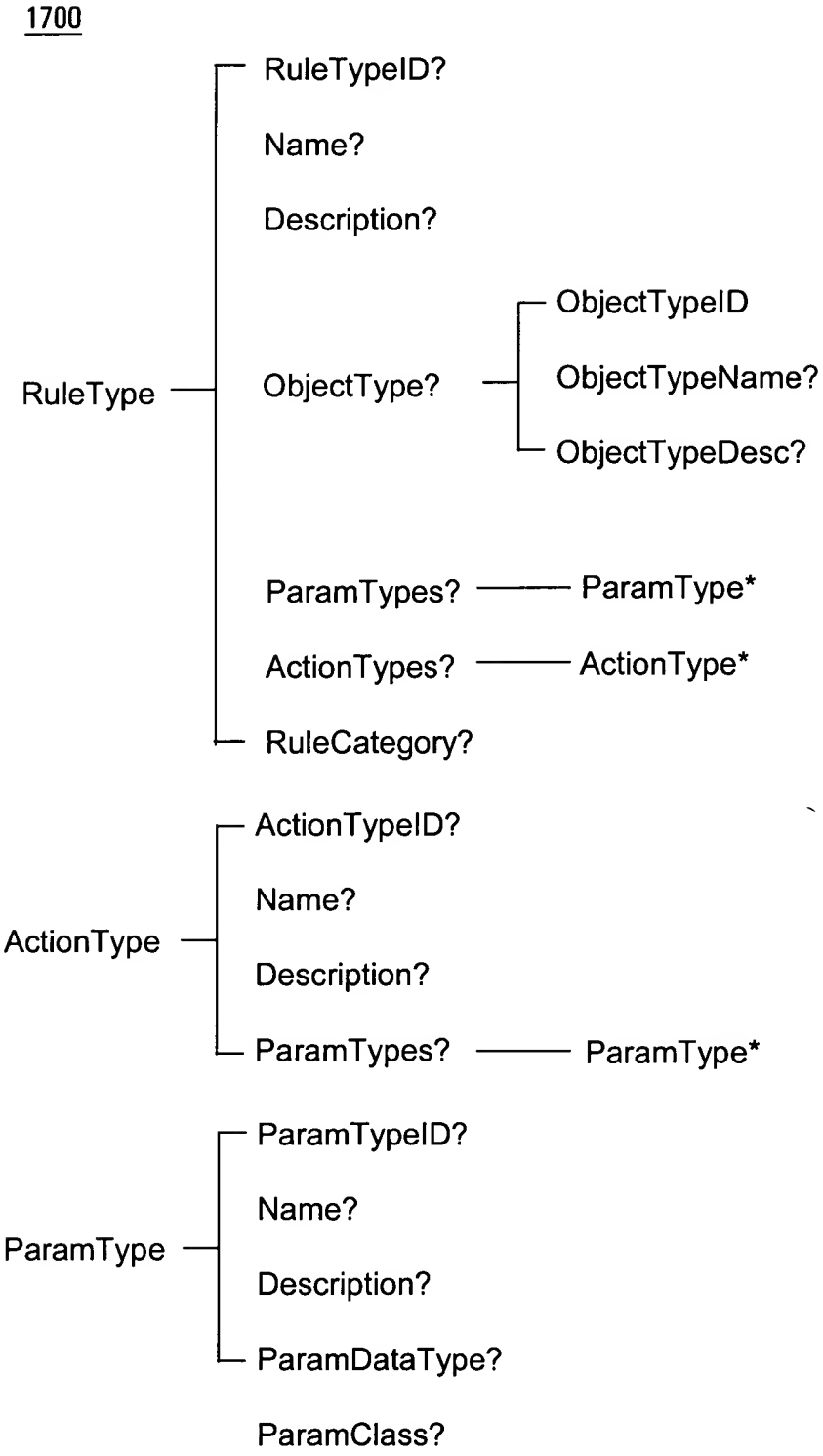
1700
RuleType
RuleTypeID?
Name?
Description?
ObjectType?
ObjectTypeID
ObjectTypeName?
ObjectTypeDesc?
ParamTypes?
ParamType*
ActionTypes?
ActionType*
RuleCategory?
ActionType
ActionTypeID?
Name?
Description?
ParamTypes?
ParamType*
ParamType
ParamTypeID?
Name?
Description?
ParamDataType?
ParamClass?

FIG. 17A

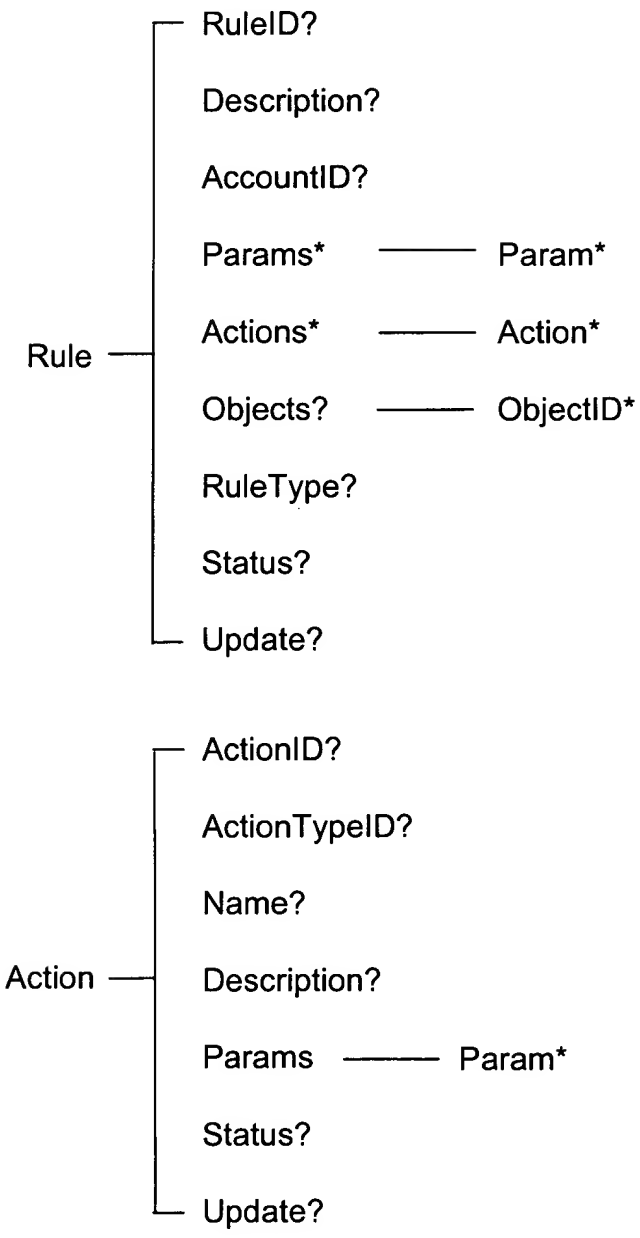
Rule
RuleID?
Description?
AccountID?
Params*
Param*
Actions*
Action*
Objects?
ObjectID*
RuleType?
Status?
Update?
Action
ActionID?
ActionTypeID?
Name?
Description?
Params
Param*
Status?
Update?

FIG. 17B

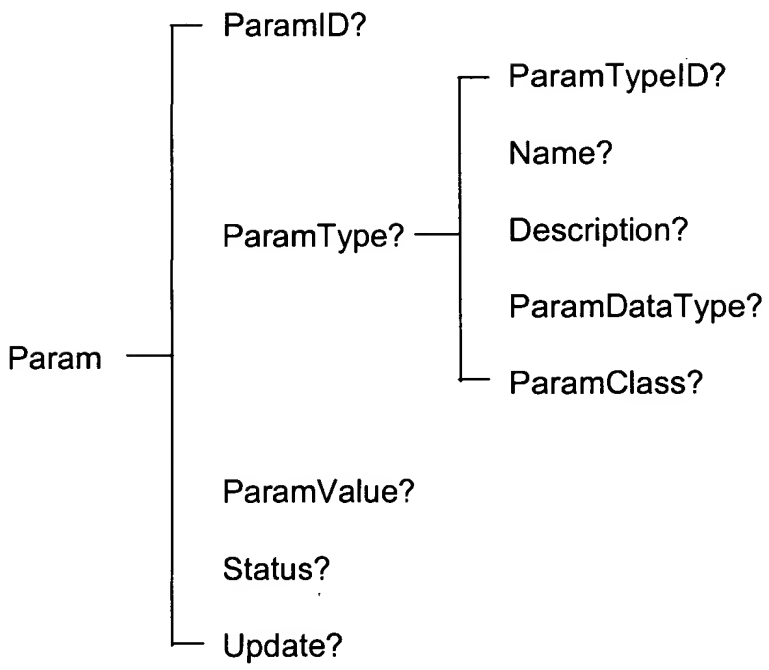
Param
ParamID?
ParamType?
ParamTypeID?
Name?
Description?
ParamDataType?
ParamClass?
ParamValue?
Status?
Update?

FIG. 17C

1800

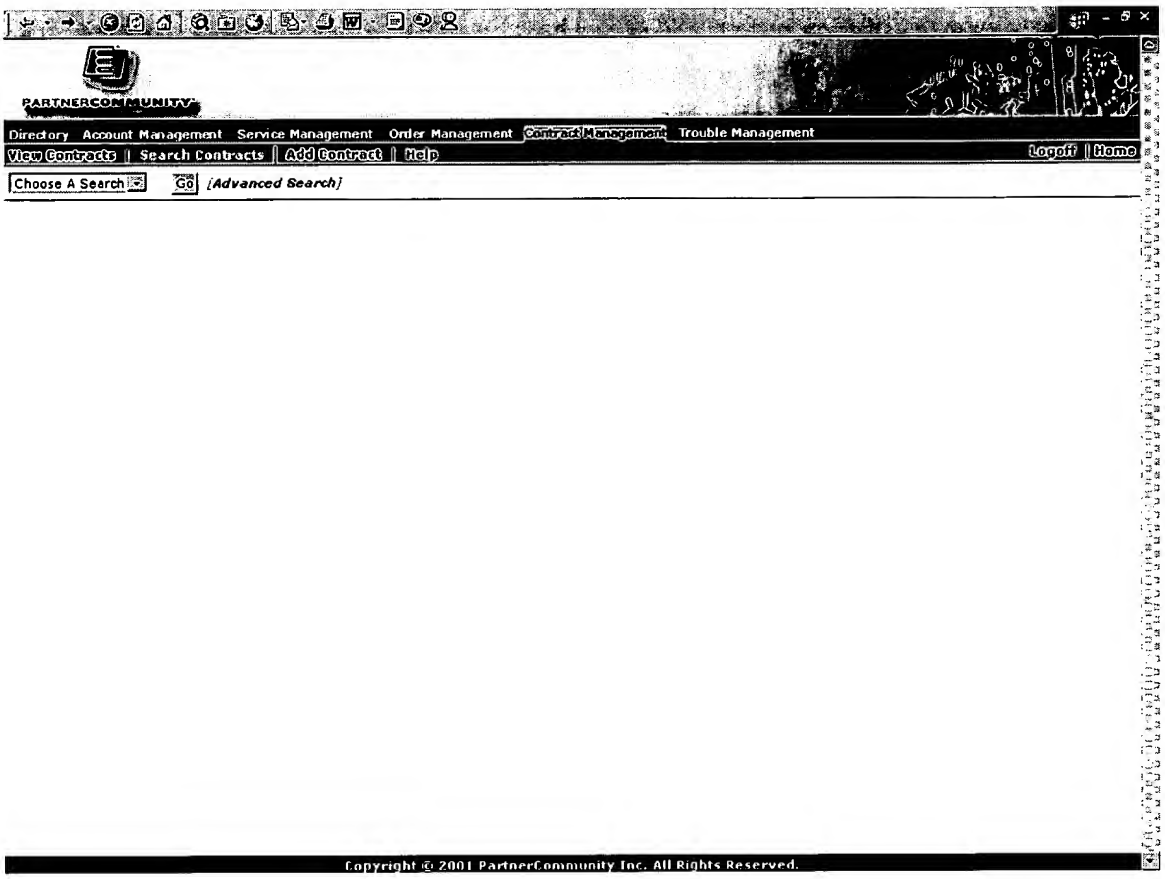
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts
Search Contracts
Add Contract
Help
Logoff
Home
Choose A Search
Go
[Advanced Search]
Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.

FIG. 18

1900

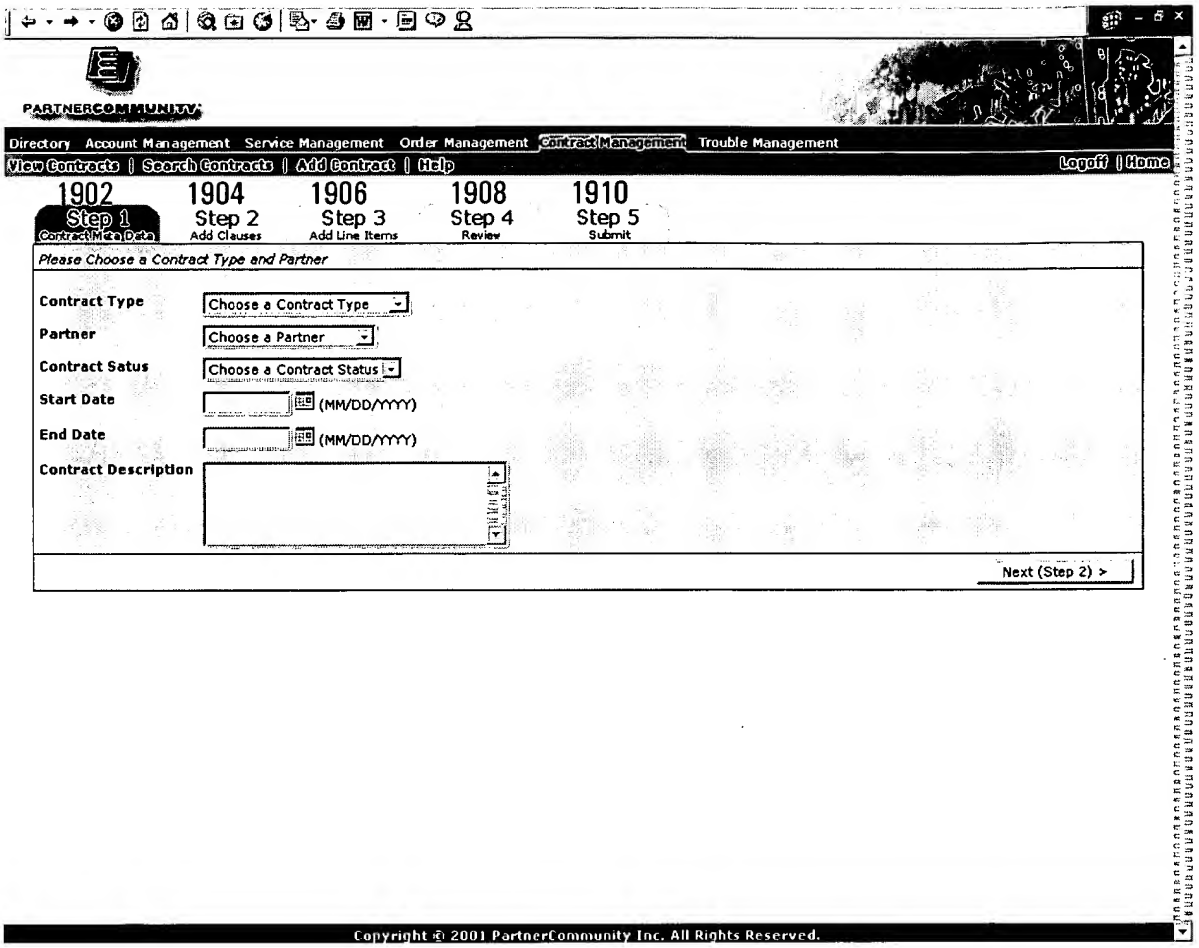
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
1902 Step 1 Contract Meta Data
1904 Step 2 Add Clauses
1906 Step 3 Add Line Items
1908 Step 4 Review
1910 Step 5 Submit
Please Choose a Contract Type and Partner
Contract Type
Choose a Contract Type
Partner
Choose a Partner
Contract Satus
Choose a Contract Status
Start Date
(MM/DD/YYYY)
End Date
(MM/DD/YYYY)
Contract Description
Next (Step 2) >
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FIG. 19

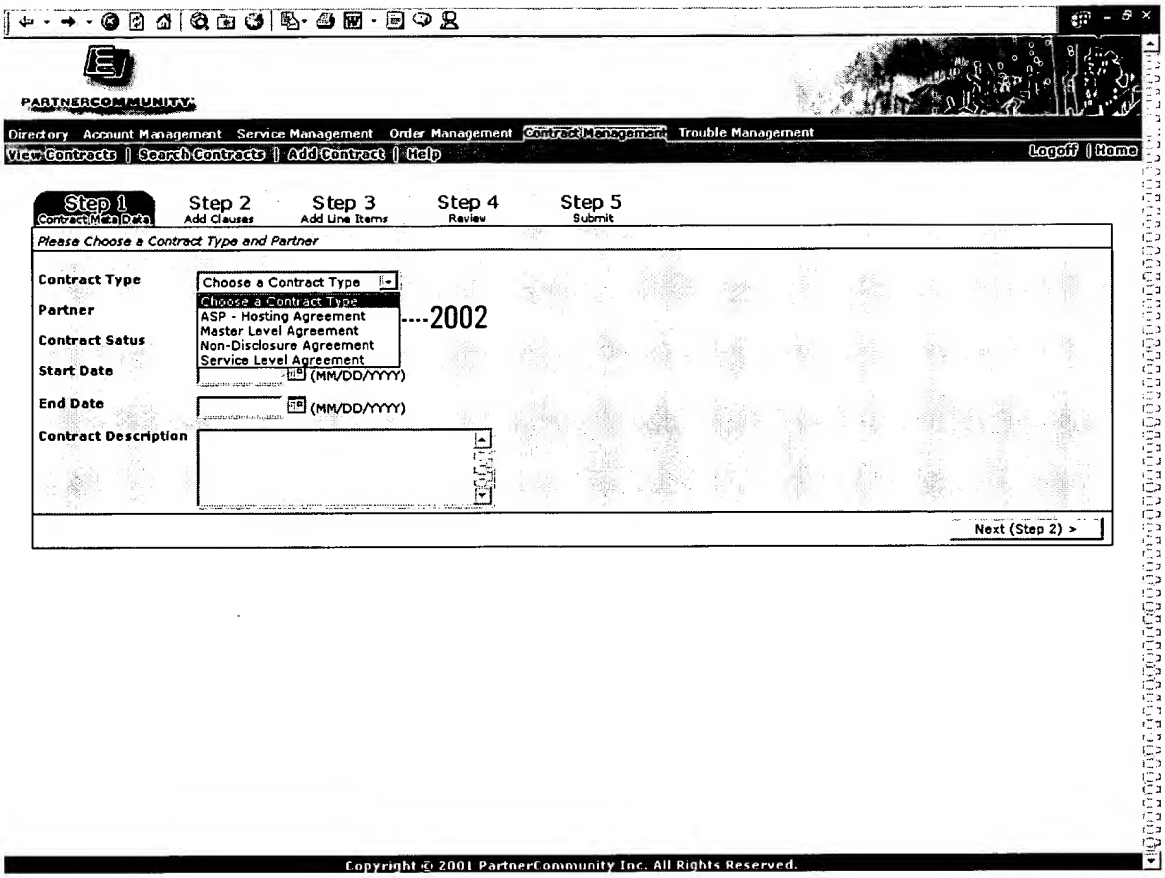
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please Choose a Contract Type and Partner
Contract Type
Choose a Contract Type
Choose a Contract Type
ASP - Hosting Agreement
Master Level Agreement
Non-Disclosure Agreement
Service Level Agreement
Partner
Contract Satus
Start Date
(MM/DD/YYYY)
End Date
(MM/DD/YYYY)
Contract Description
Next (Step 2) >
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FIG. 20A

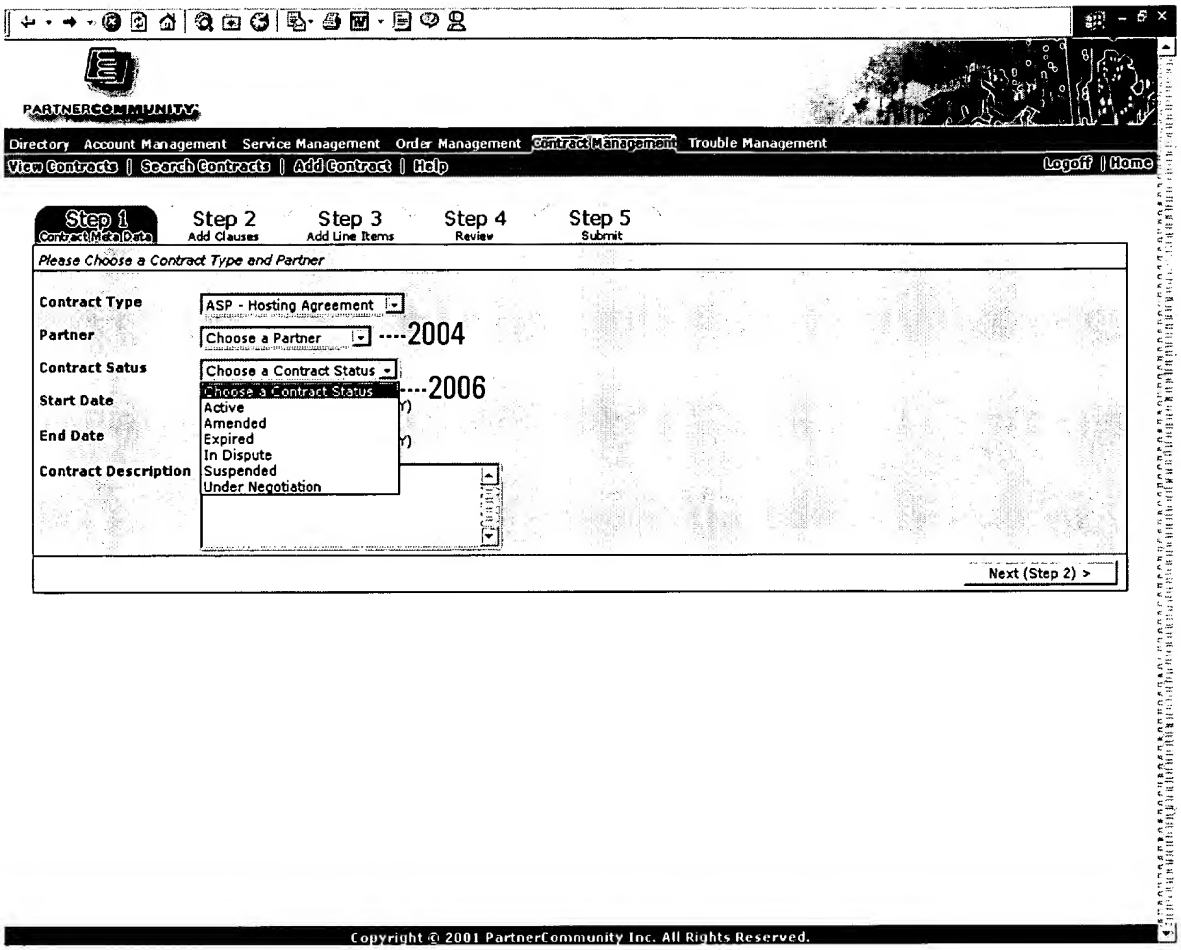
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Metadata
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit
Please Choose a Contract Type and Partner
Contract Type
ASP - Hosting Agreement
Partner
Choose a Partner
----2004
Contract Satus
Choose a Contract Status
----2006
Start Date
End Date
Contract Description
Choose a Contract Status
Active
Amended
Expired
In Dispute
Suspended
Under Negotiation
Next (Step 2) >
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FIG. 20B

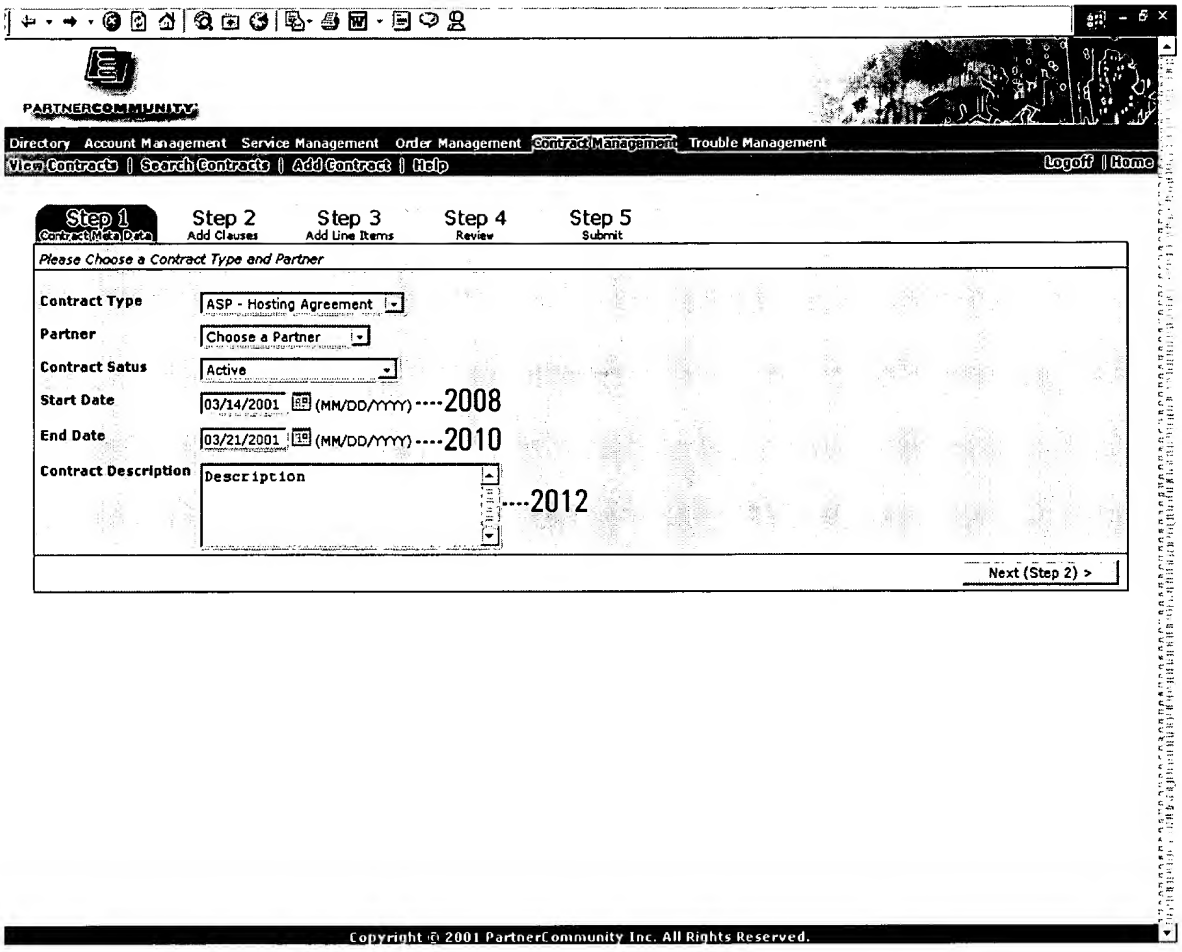
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit
Please Choose a Contract Type and Partner
Contract Type
ASP - Hosting Agreement
Partner
Choose a Partner
Contract Satus
Active
Start Date
03/14/2001
(MM/DD/YYYY)
----2008
End Date
03/21/2001
(MM/DD/YYYY)
----2010
Contract Description
Description
----2012
Next (Step 2) >
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FIG. 20C

2100

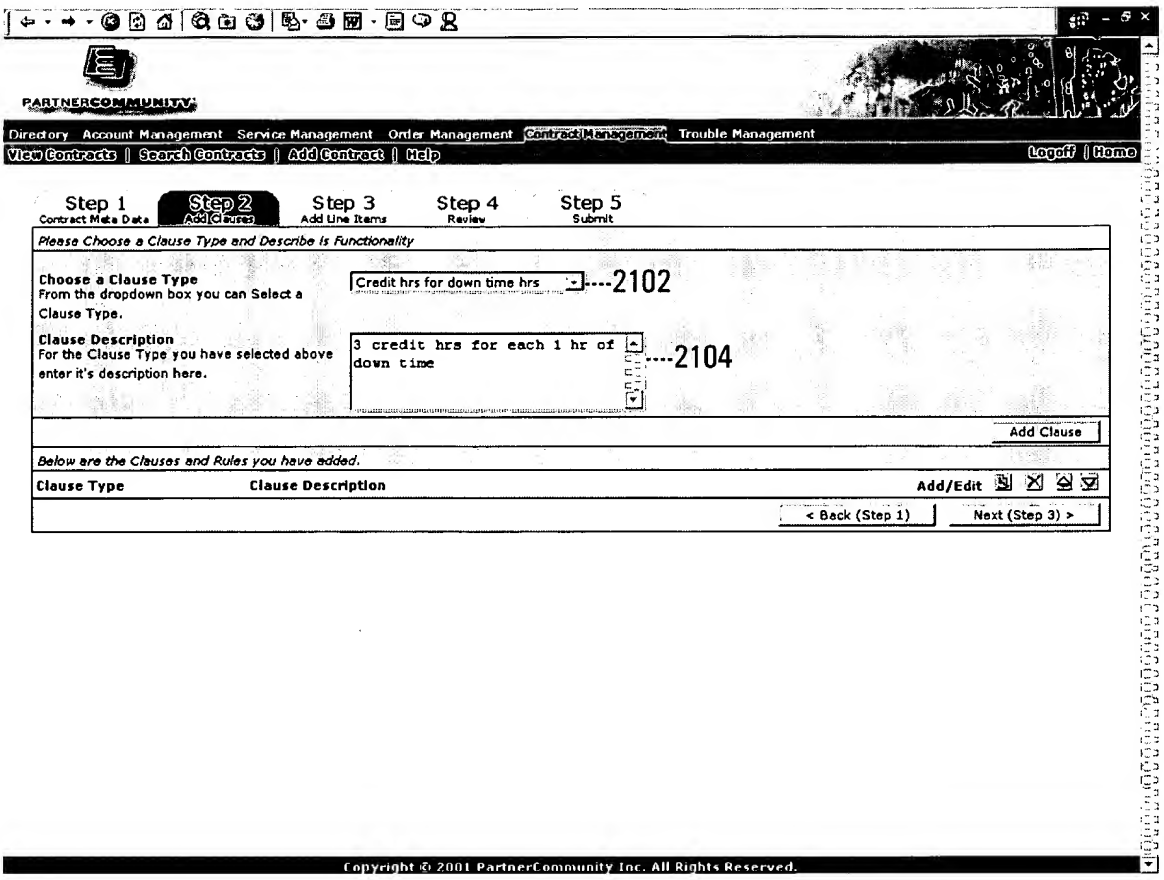
PARTNERCOMMUNITY
Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit
Please Choose a Clause Type and Describe is Functionality
Choose a Clause Type
From the dropdown box you can Select a Clause Type.
Credit hrs for down time hrs
2102
Clause Description
For the Clause Type you have selected above enter it's description here.
3 credit hrs for each 1 hr of down time
2104
Add Clause
Below are the Clauses and Rules you have added.
Clause Type
Clause Description
Add/Edit
< Back (Step 1)
Next (Step 3) >
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FIG. 21A

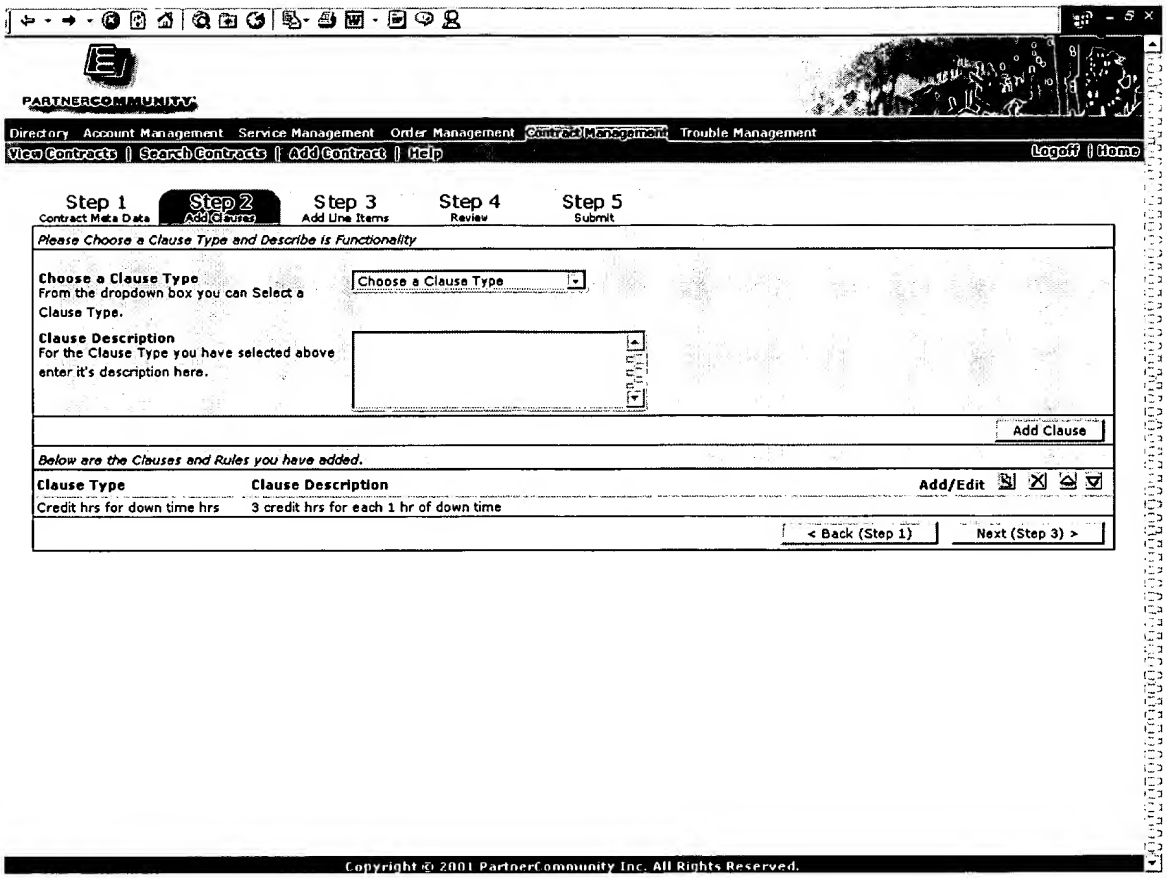
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please Choose a Clause Type and Describe is Functionality
Choose a Clause Type
From the dropdown box you can Select a Clause Type.
Choose a Clause Type
Clause Description
For the Clause Type you have selected above enter it's description here.
Add Clause
Below are the Clauses and Rules you have added.
Clause Type
Clause Description
Add/Edit
Credit hrs for down time hrs
3 credit hrs for each 1 hr of down time
< Back (Step 1)
Next (Step 3) >
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FIG. 21B

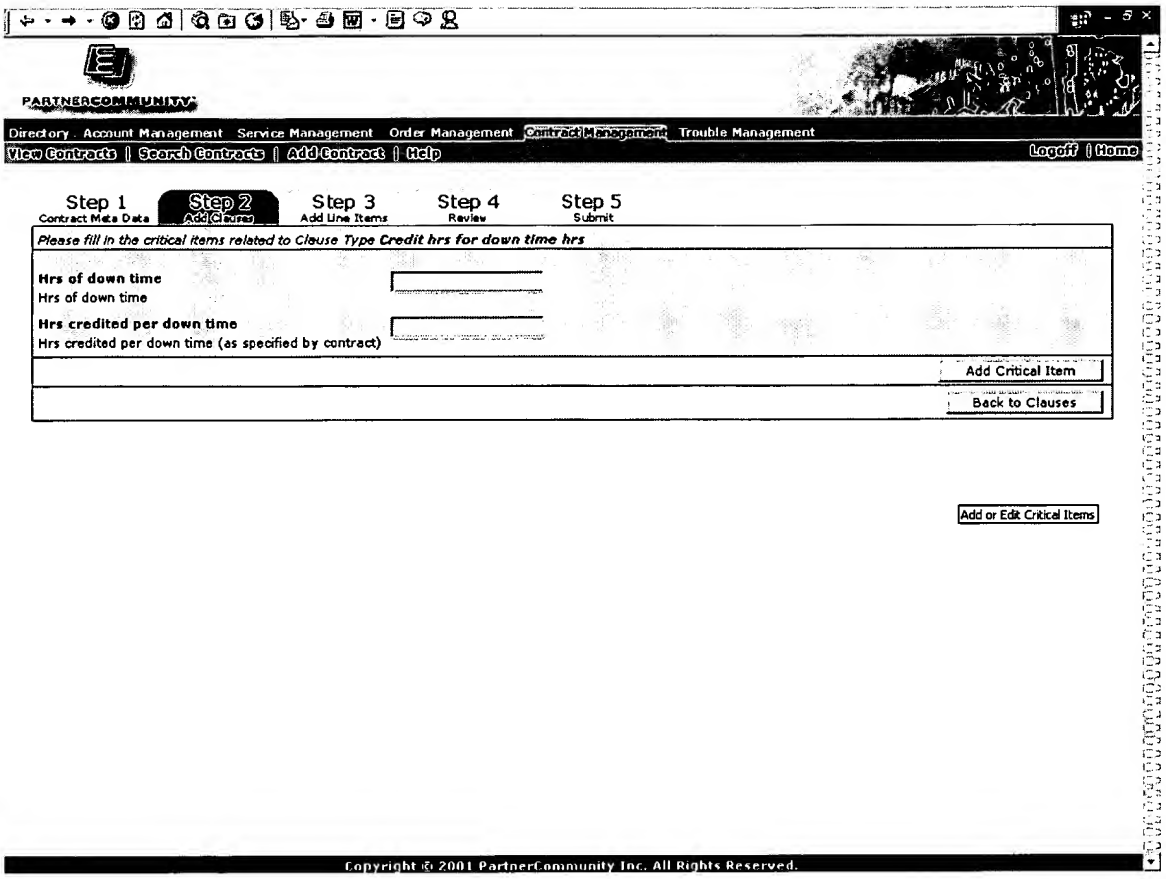
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please fill in the critical items related to Clause Type Credit hrs for down time hrs
Hrs of down time
Hrs of down time
Hrs credited per down time
Hrs credited per down time (as specified by contract)
Add Critical Item
Back to Clauses
Add or Edit Critical Items
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FIG. 21C

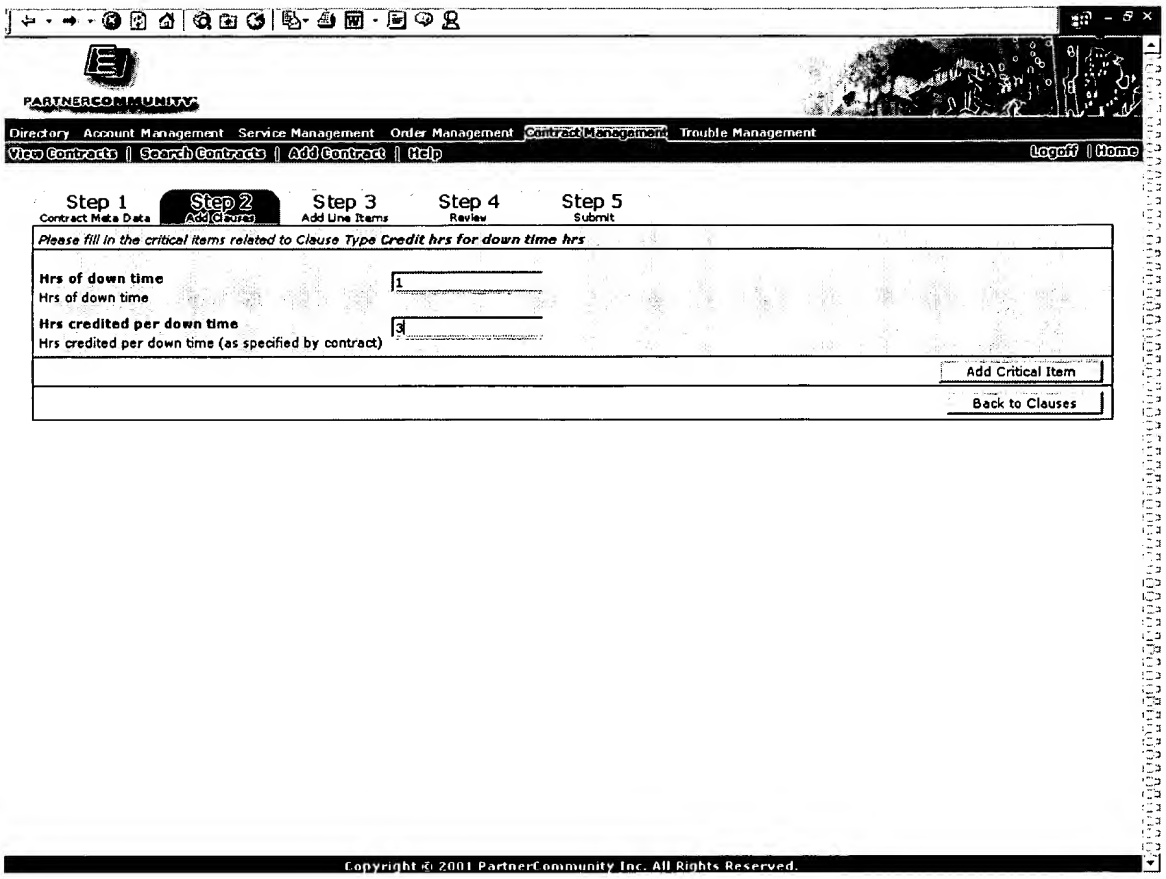
PARTNERCOMMUNITY
Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit
Please fill in the critical items related to Clause Type Credit hrs for down time hrs
Hrs of down time
Hrs of down time
1
Hrs credited per down time
Hrs credited per down time (as specified by contract)
3
Add Critical Item
Back to Clauses
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FIG. 21D

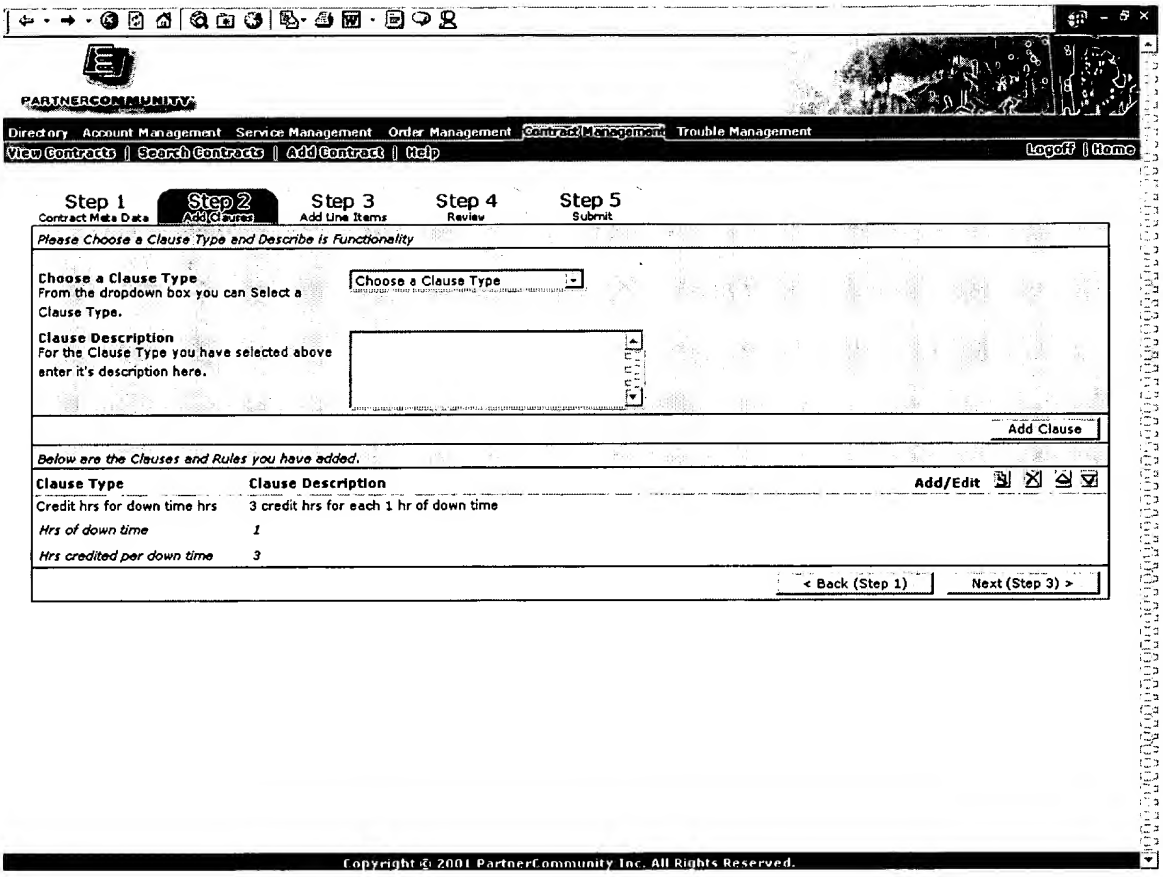
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please Choose a Clause Type and Describe is Functionality
Choose a Clause Type
From the dropdown box you can Select a Clause Type.
Choose a Clause Type
Clause Description
For the Clause Type you have selected above enter it's description here.
Add Clause
Below are the Clauses and Rules you have added.
Clause Type
Clause Description
Add/Edit
Credit hrs for down time hrs
3 credit hrs for each 1 hr of down time
Hrs of down time
1
Hrs credited per down time
3
< Back (Step 1)
Next (Step 3) >
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FIG. 21E

2200

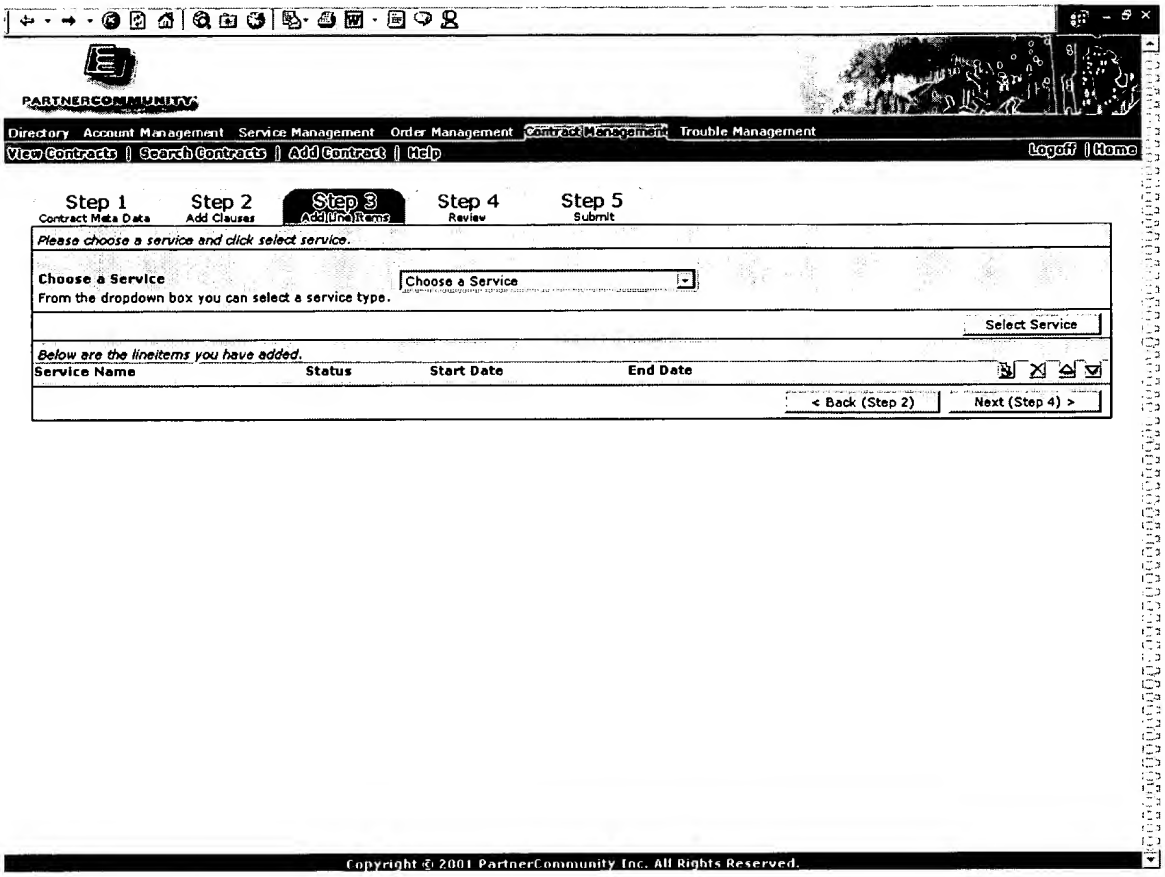
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add LineItems
Step 4
Review
Step 5
Submit
Please choose a service and click select service.
Choose a Service
From the dropdown box you can select a service type.
Choose a Service
Select Service
Below are the lineitems you have added.
Service Name
Status
Start Date
End Date
< Back (Step 2)
Next (Step 4) >
Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.

FIG. 22A

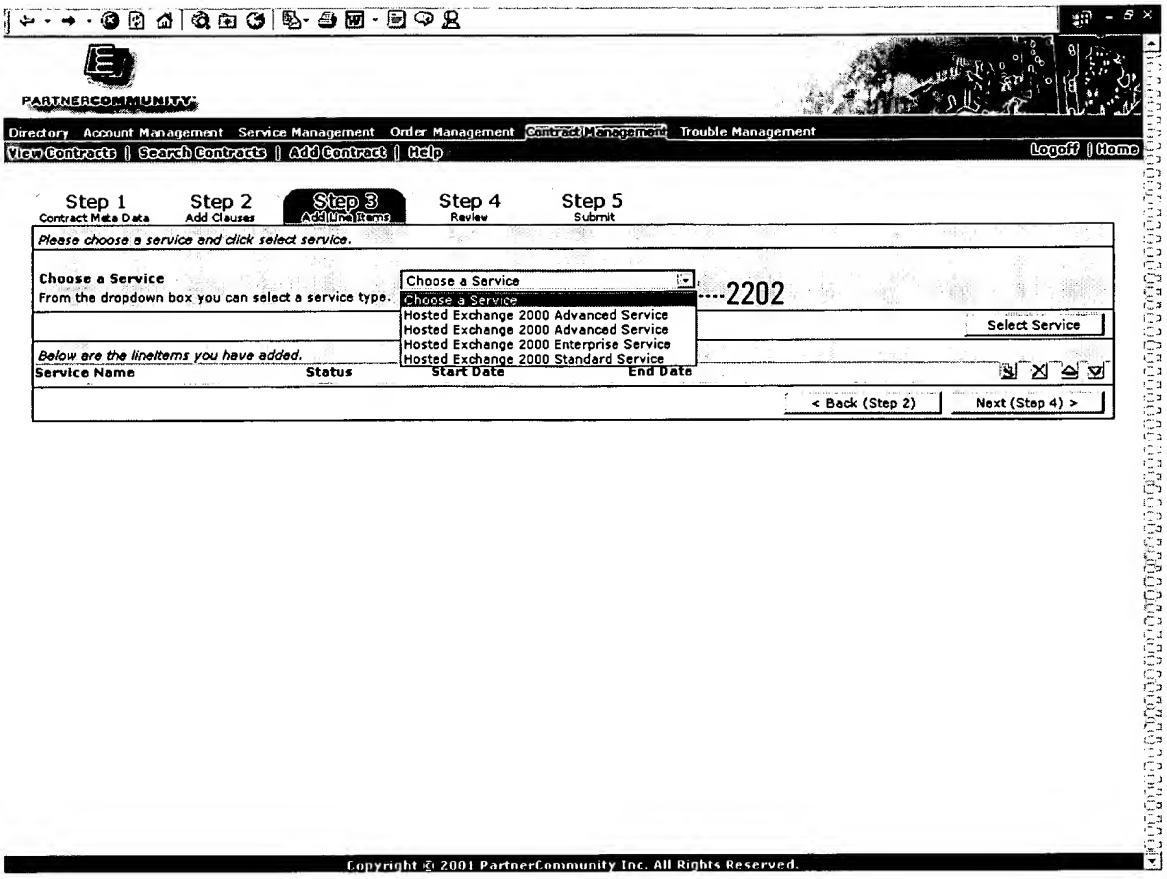
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please choose a service and click select service.
Choose a Service
From the dropdown box you can select a service type.
Choose a Service
Choose a Service
Hosted Exchange 2000 Advanced Service
Hosted Exchange 2000 Advanced Service
Hosted Exchange 2000 Enterprise Service
Hosted Exchange 2000 Standard Service
2202
Select Service
Below are the lineitems you have added.
Service Name
Status
Start Date
End Date
< Back (Step 2)
Next (Step 4) >
Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.

FIG. 22B

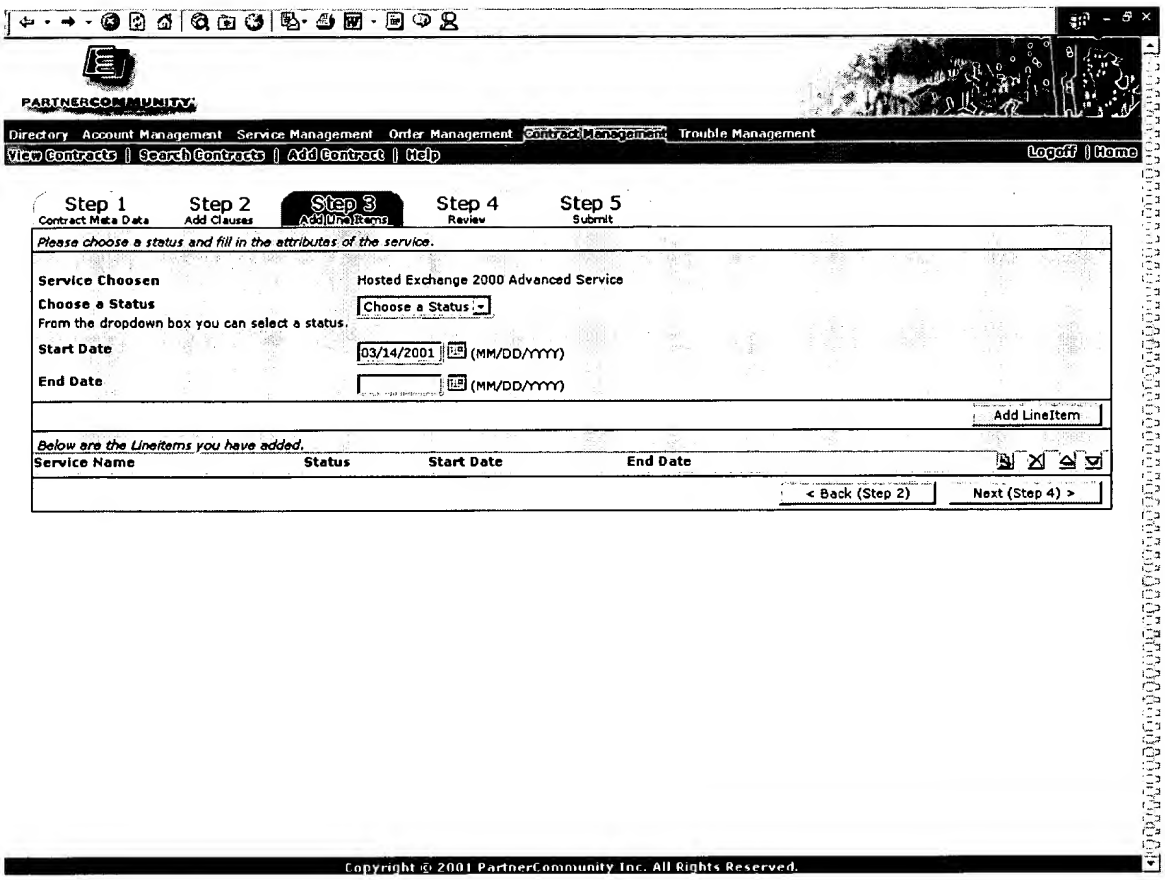
PARTNERCOMMUNITY
Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add LineItems
Step 4 Review
Step 5 Submit
Please choose a status and fill in the attributes of the service.
Service Choosen
Hosted Exchange 2000 Advanced Service
Choose a Status
From the dropdown box you can select a status.
Choose a Status
Start Date
03/14/2001
(MM/DD/YYYY)
End Date
(MM/DD/YYYY)
Add LineItem
Below are the Lineitems you have added.
Service Name
Status
Start Date
End Date
< Back (Step 2)
Next (Step 4) >
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FIG. 22C

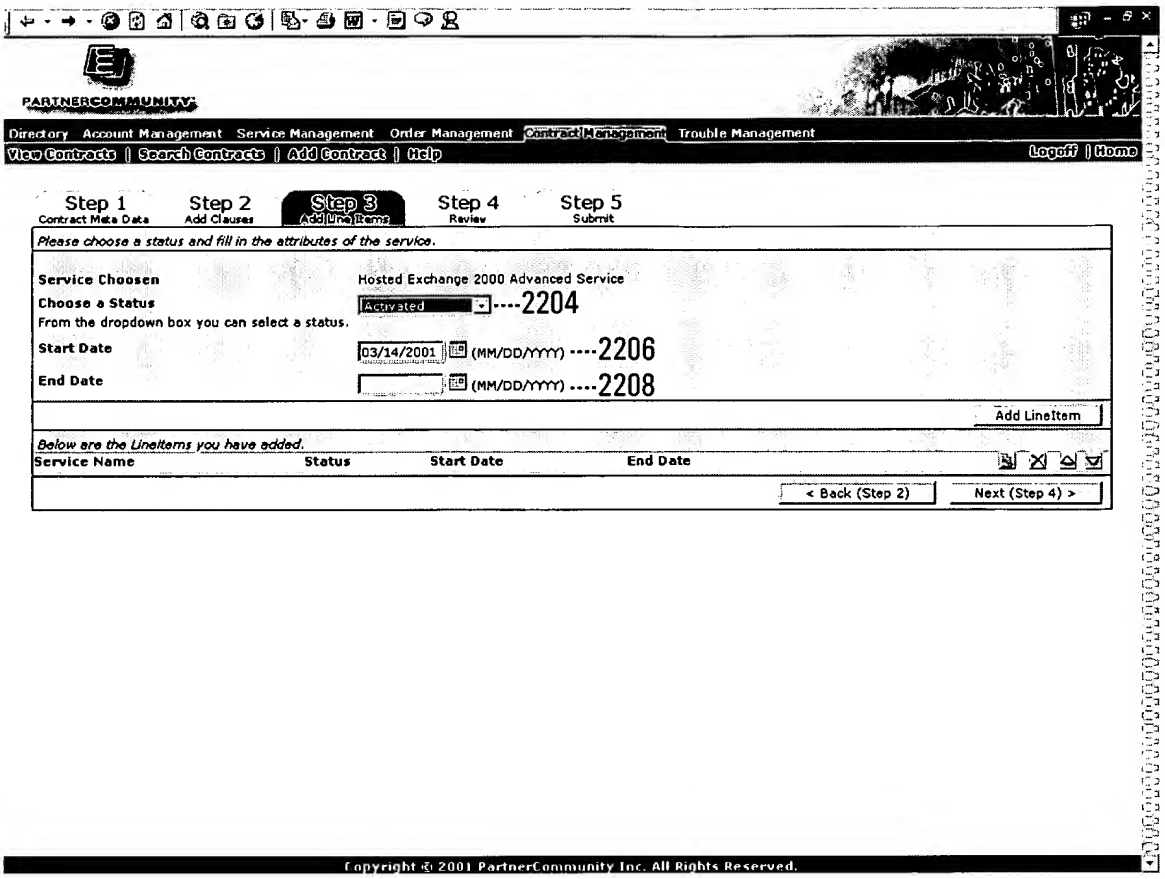
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please choose a status and fill in the attributes of the service.
Service Choosen
Hosted Exchange 2000 Advanced Service
Choose a Status
Activated
----2204
From the dropdown box you can select a status.
Start Date
03/14/2001
(MM/DD/YYYY) ----2206
End Date
(MM/DD/YYYY) ----2208
Add LineItem
Below are the LineItems you have added.
Service Name
Status
Start Date
End Date
< Back (Step 2)
Next (Step 4) >
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FIG. 22D

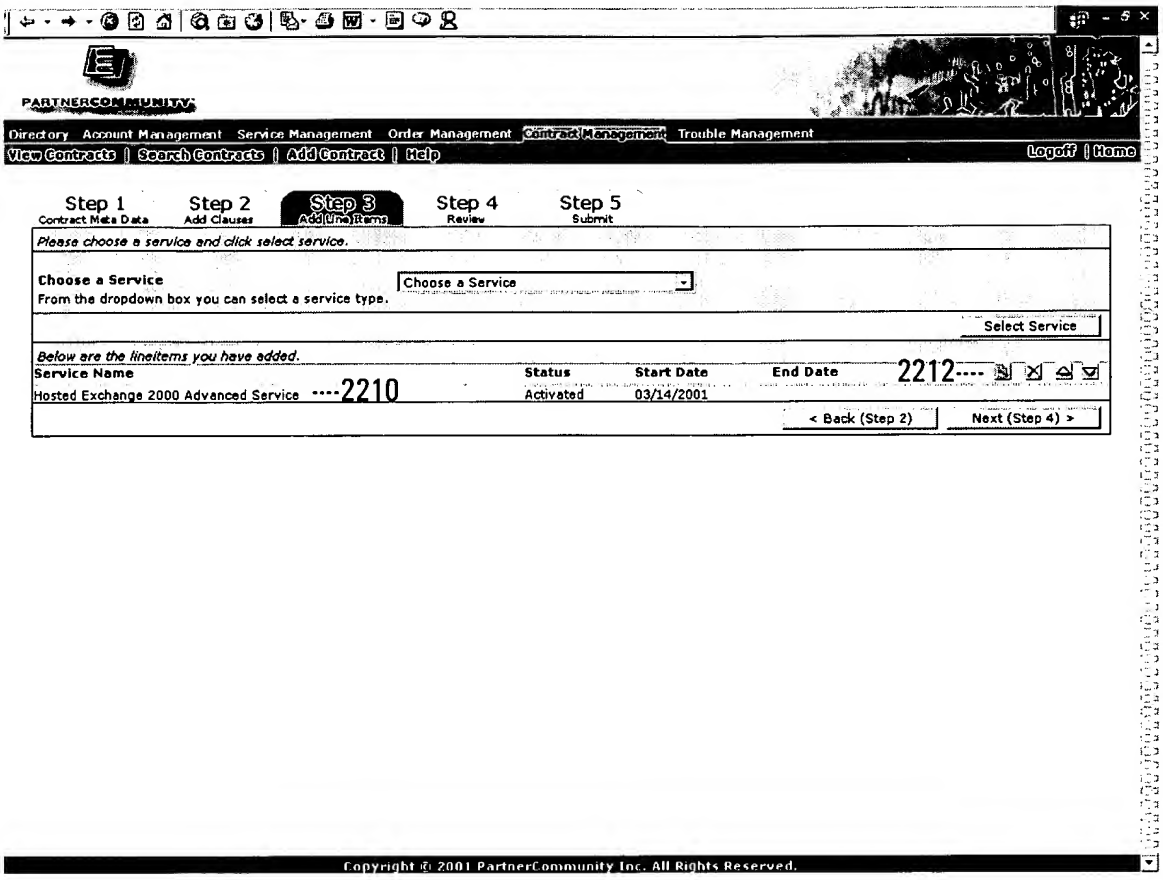
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Please choose a service and click select service.
Choose a Service
From the dropdown box you can select a service type.
Choose a Service
Select Service
Below are the lineitems you have added.
Service Name
Status
Start Date
End Date
2212----
Hosted Exchange 2000 Advanced Service ----2210
Activated
03/14/2001
< Back (Step 2)
Next (Step 4) >
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FIG. 22E

2300

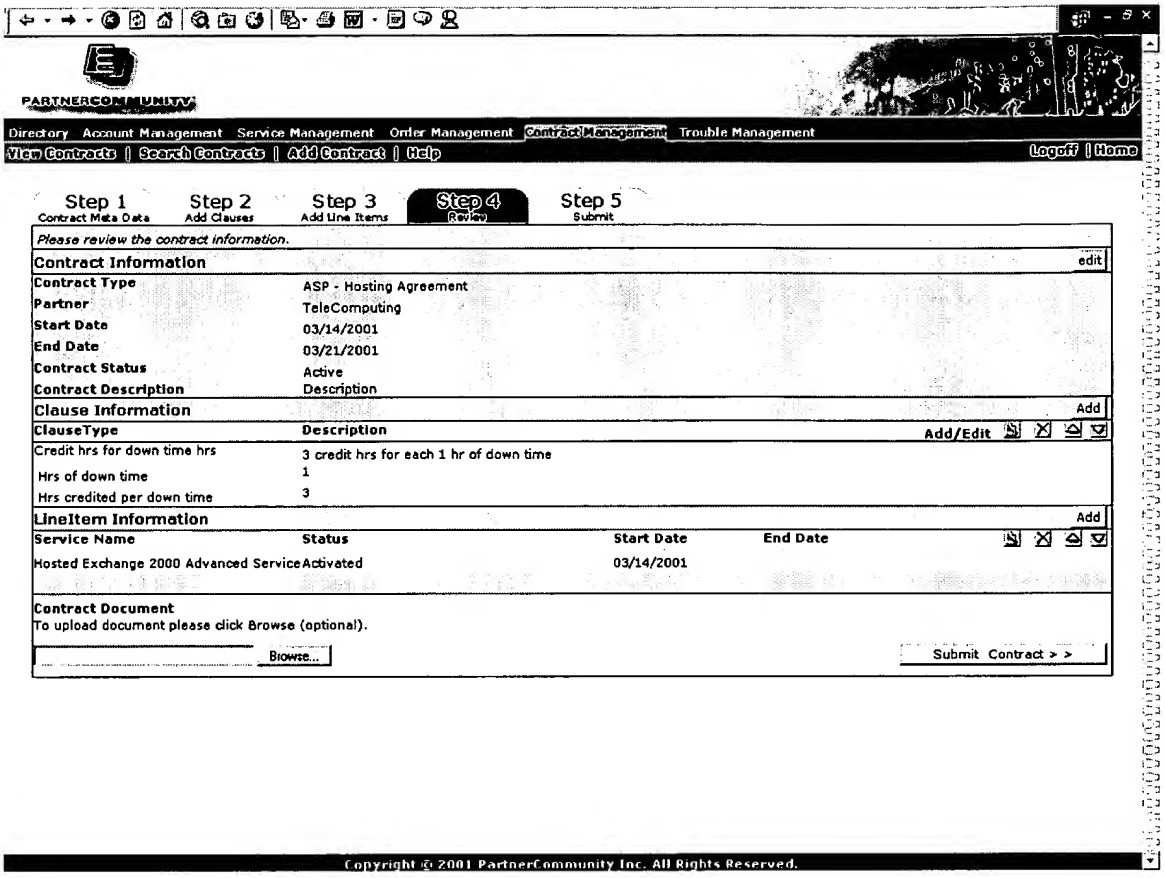
PARTNERCOM UNITY
Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit
Please review the contract information.
Contract Information
edit
Contract Type ASP - Hosting Agreement
Partner TeleComputing
Start Date 03/14/2001
End Date 03/21/2001
Contract Status Active
Contract Description Description
Clause Information
Add
ClauseType Description
Add/Edit
Credit hrs for down time hrs 3 credit hrs for each 1 hr of down time
Hrs of down time 1
Hrs credited per down time 3
LineItem Information
Add
Service Name Status Start Date End Date
Hosted Exchange 2000 Advanced Service Activated 03/14/2001
Contract Document
To upload document please click Browse (optional).
Browse...
Submit Contract > >
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FIG. 23A

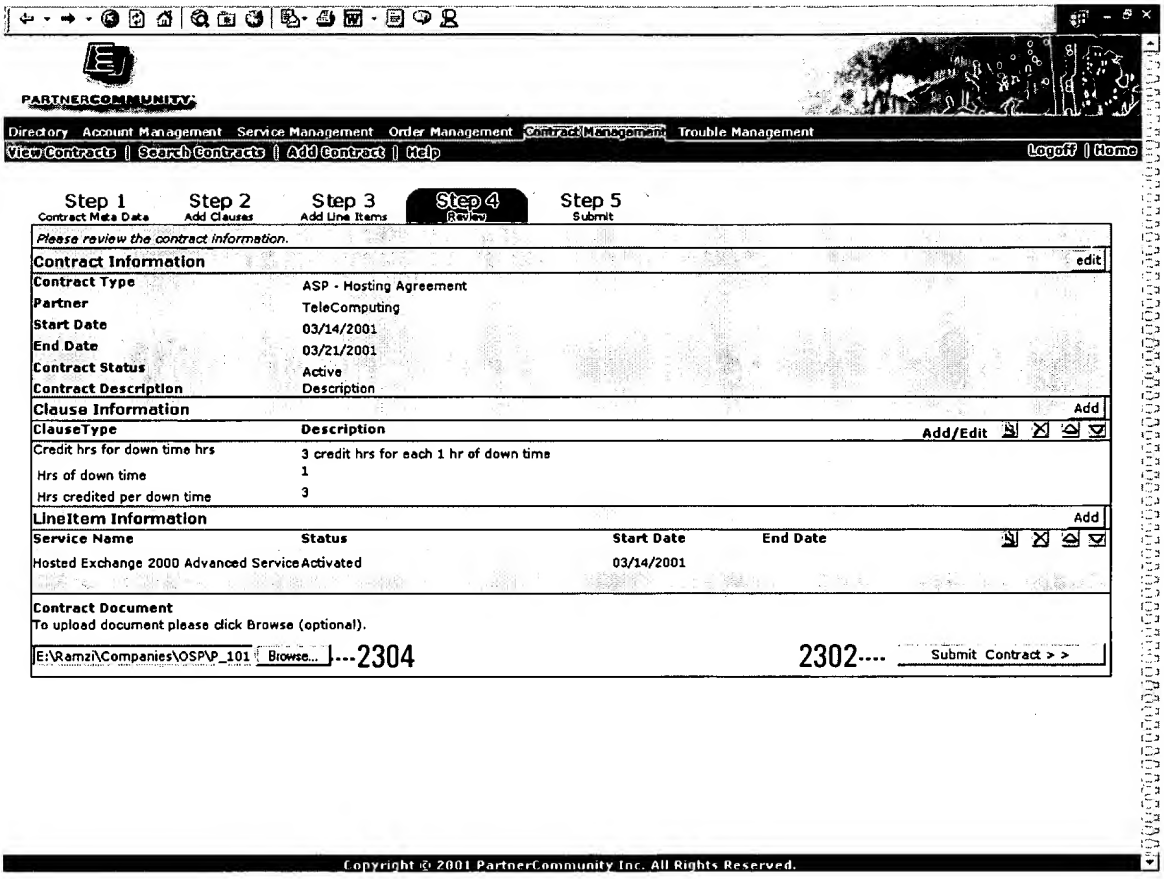
PARTNERCOMMUNITY
Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1 Contract Meta Data
Step 2 Add Clauses
Step 3 Add Line Items
Step 4 Review
Step 5 Submit
Please review the contract information.
Contract Information
edit
Contract Type ASP - Hosting Agreement
Partner TeleComputing
Start Date 03/14/2001
End Date 03/21/2001
Contract Status Active
Contract Description Description
Clause Information
Add
ClauseType Description Add/Edit
Credit hrs for down time hrs 3 credit hrs for each 1 hr of down time
Hrs of down time 1
Hrs credited per down time 3
LineItem Information
Add
Service Name Status Start Date End Date
Hosted Exchange 2000 Advanced Service Activated 03/14/2001
Contract Document
To upload document please click Browse (optional).
E:\Ramzi\Companies\OSP\P_101
Browse...
2304
2302
Submit Contract > >
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FIG. 23B

2400

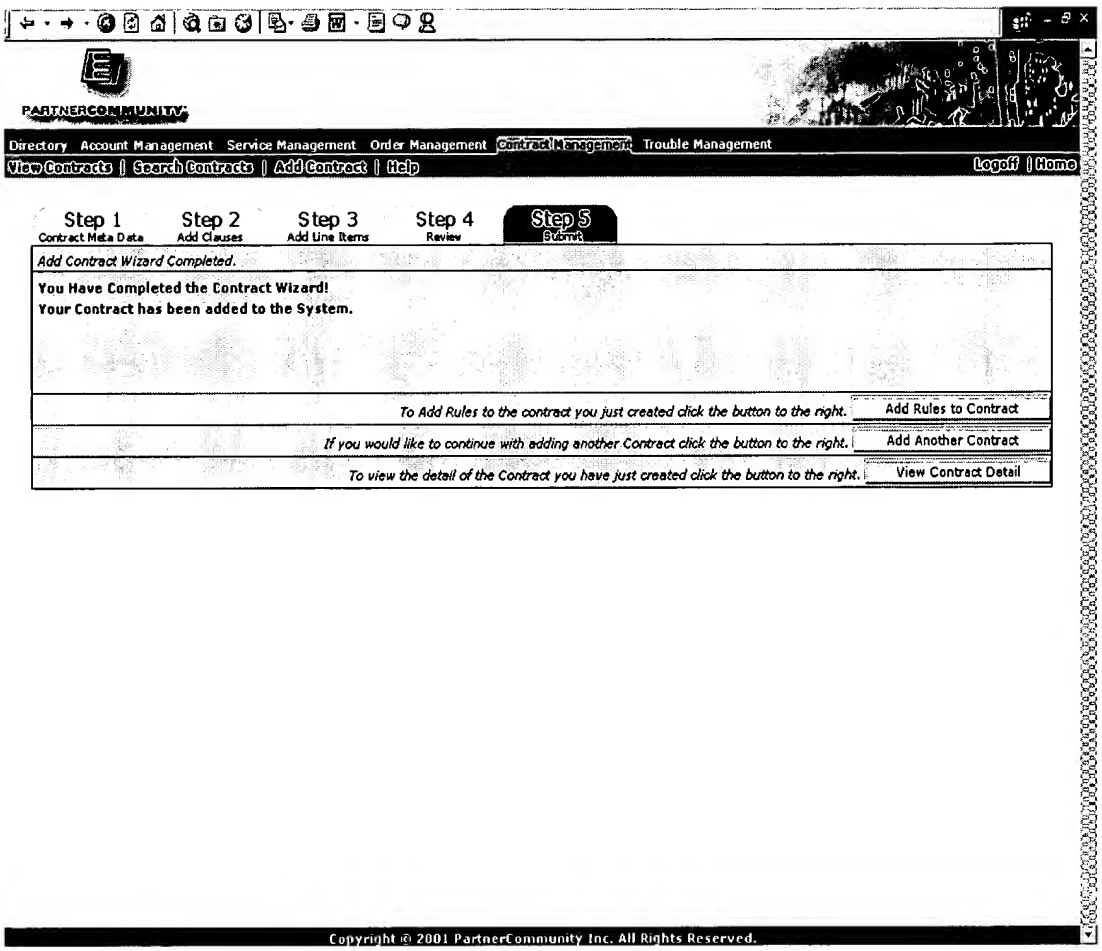
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Contract Meta Data
Step 2
Add Clauses
Step 3
Add Line Items
Step 4
Review
Step 5
Submit
Add Contract Wizard Completed.
You Have Completed the Contract Wizard!
Your Contract has been added to the System.
To Add Rules to the contract you just created click the button to the right.
Add Rules to Contract
If you would like to continue with adding another Contract click the button to the right.
Add Another Contract
To view the detail of the Contract you have just created click the button to the right.
View Contract Detail
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FIG. 24

2500

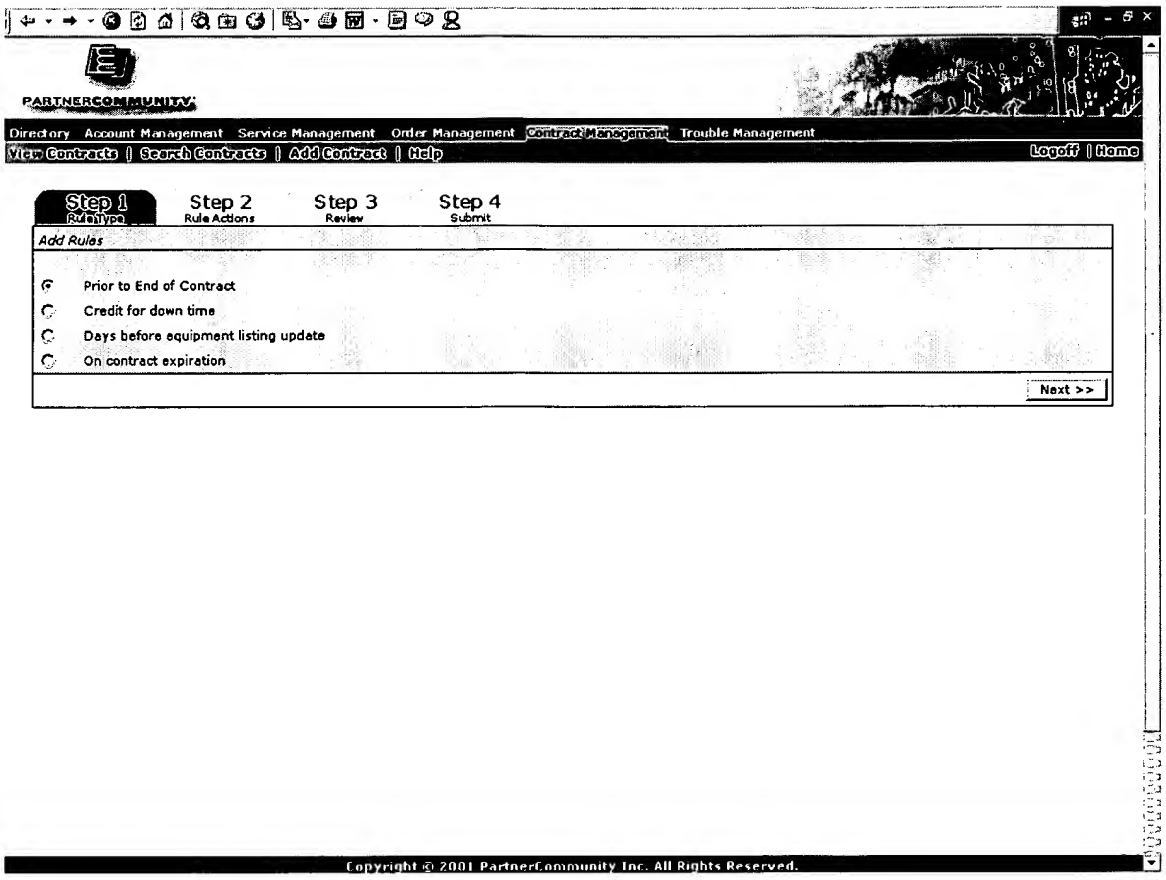
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add Rules
Prior to End of Contract
Credit for down time
Days before equipment listing update
On contract expiration
Next >>
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FIG. 25A

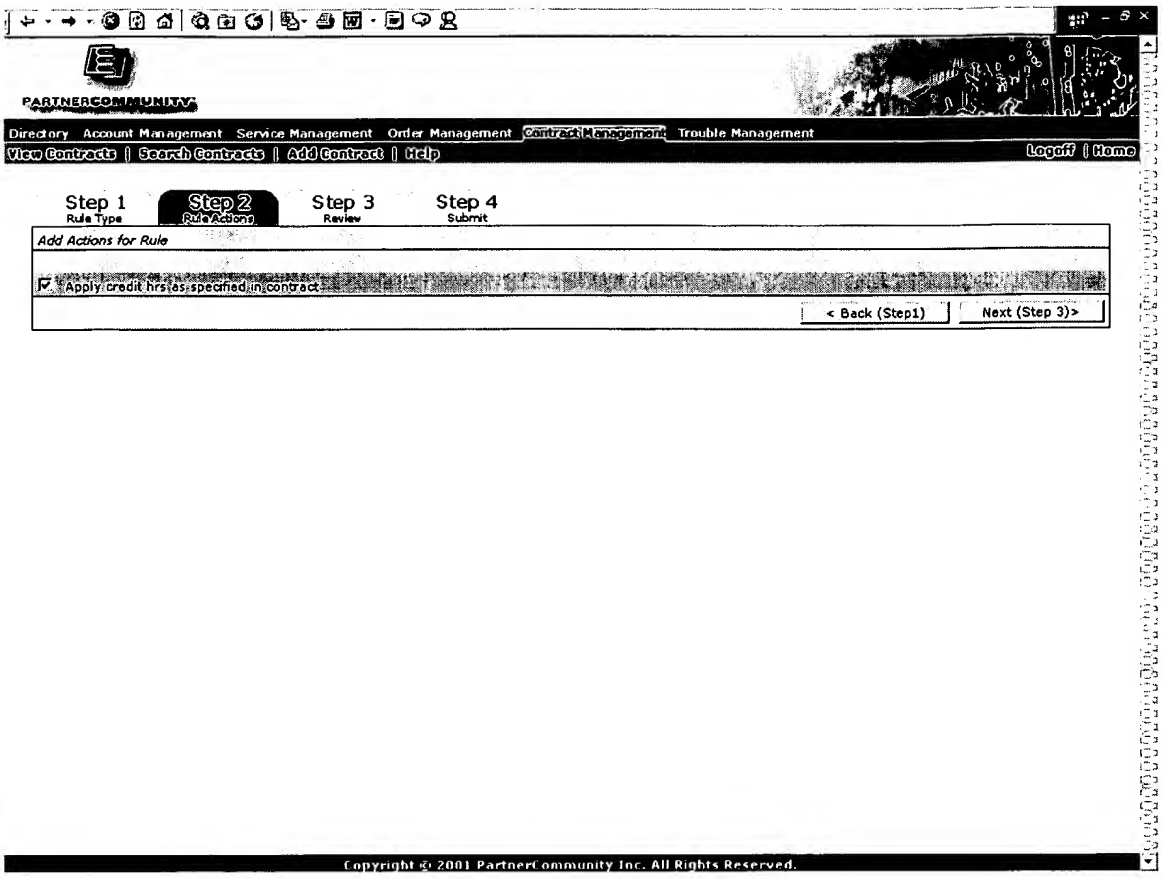
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add Actions for Rule
Apply credit hrs as specified in contract
< Back (Step1)
Next (Step 3)>
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FIG. 25B

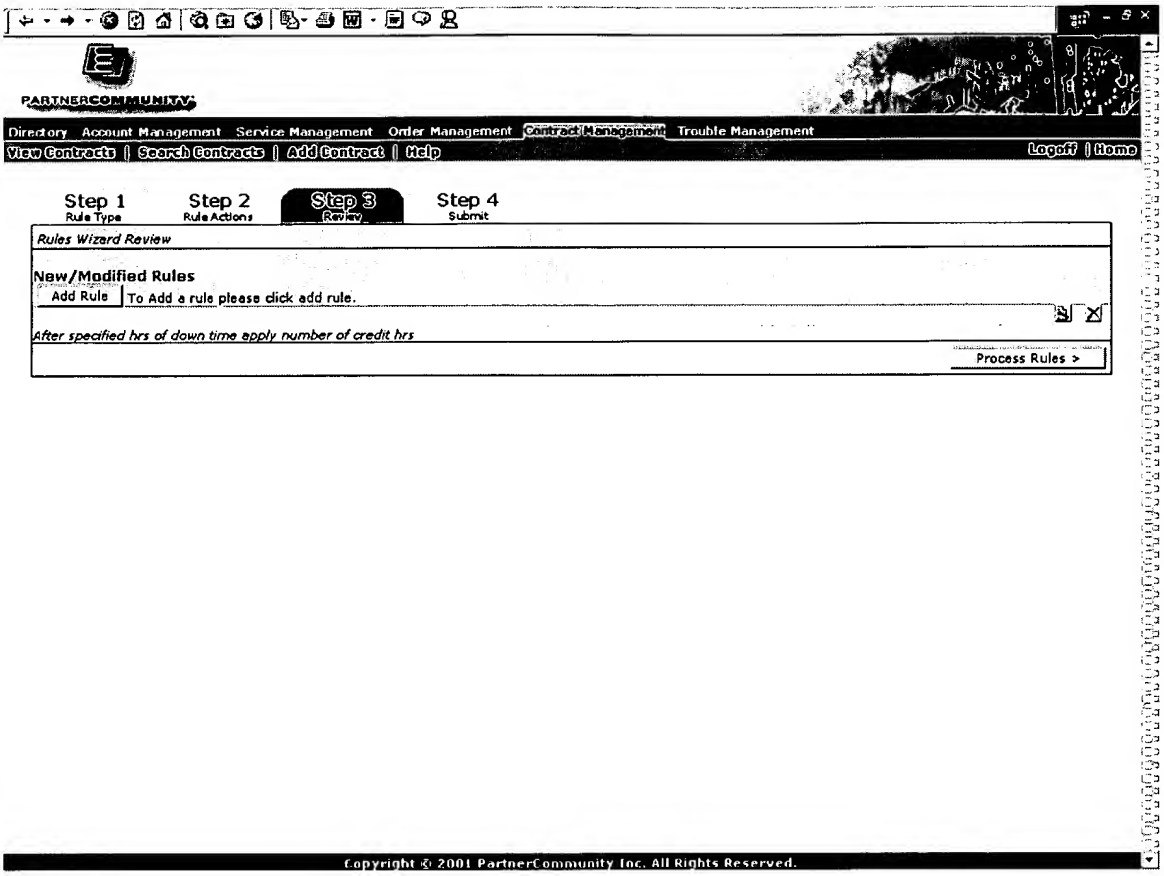
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts
Search Contracts
Add Contract
Help
Logoff
Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Rules Wizard Review
New/Modified Rules
Add Rule
To Add a rule please click add rule.
After specified hrs of down time apply number of credit hrs
Process Rules >
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FIG. 25C

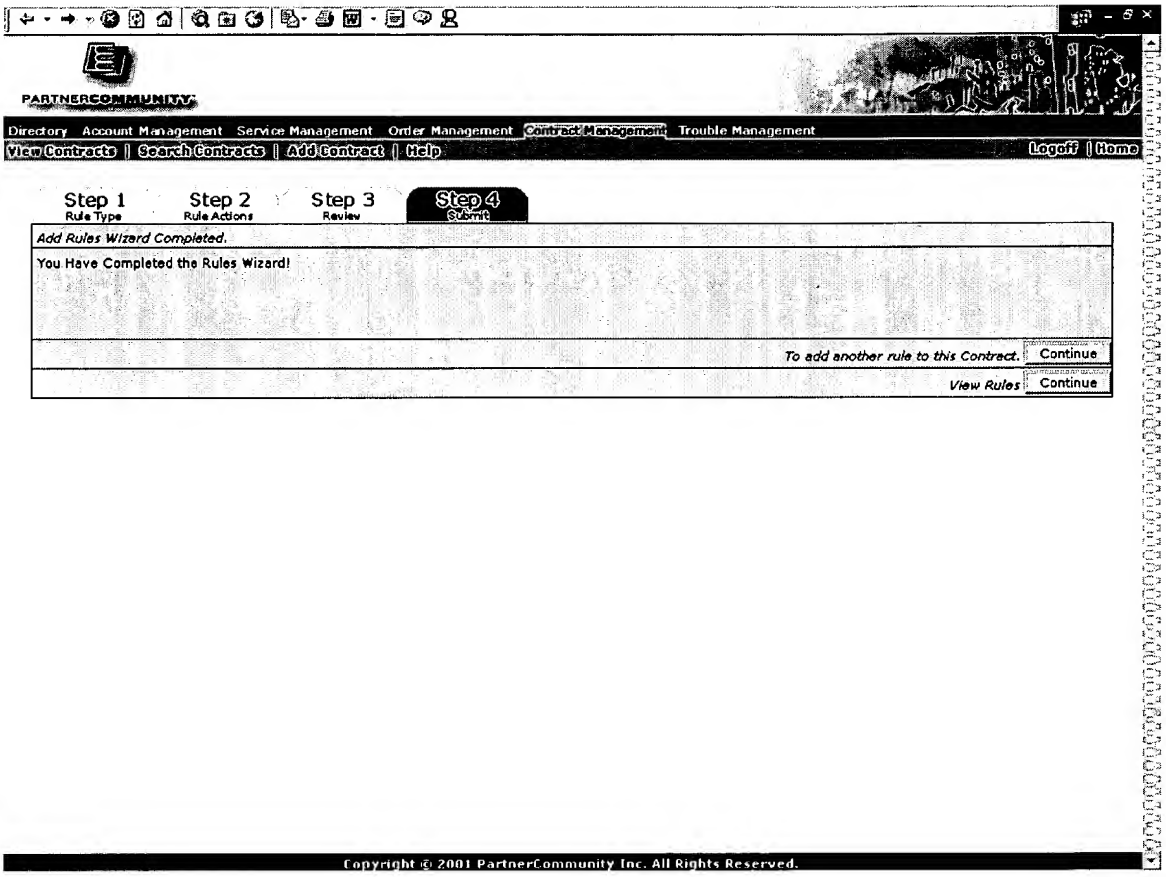
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts
Search Contracts
Add Contract
Help
Logoff
Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add Rules Wizard Completed.
You Have Completed the Rules Wizard!
To add another rule to this Contract.
Continue
View Rules
Continue
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FIG. 25D

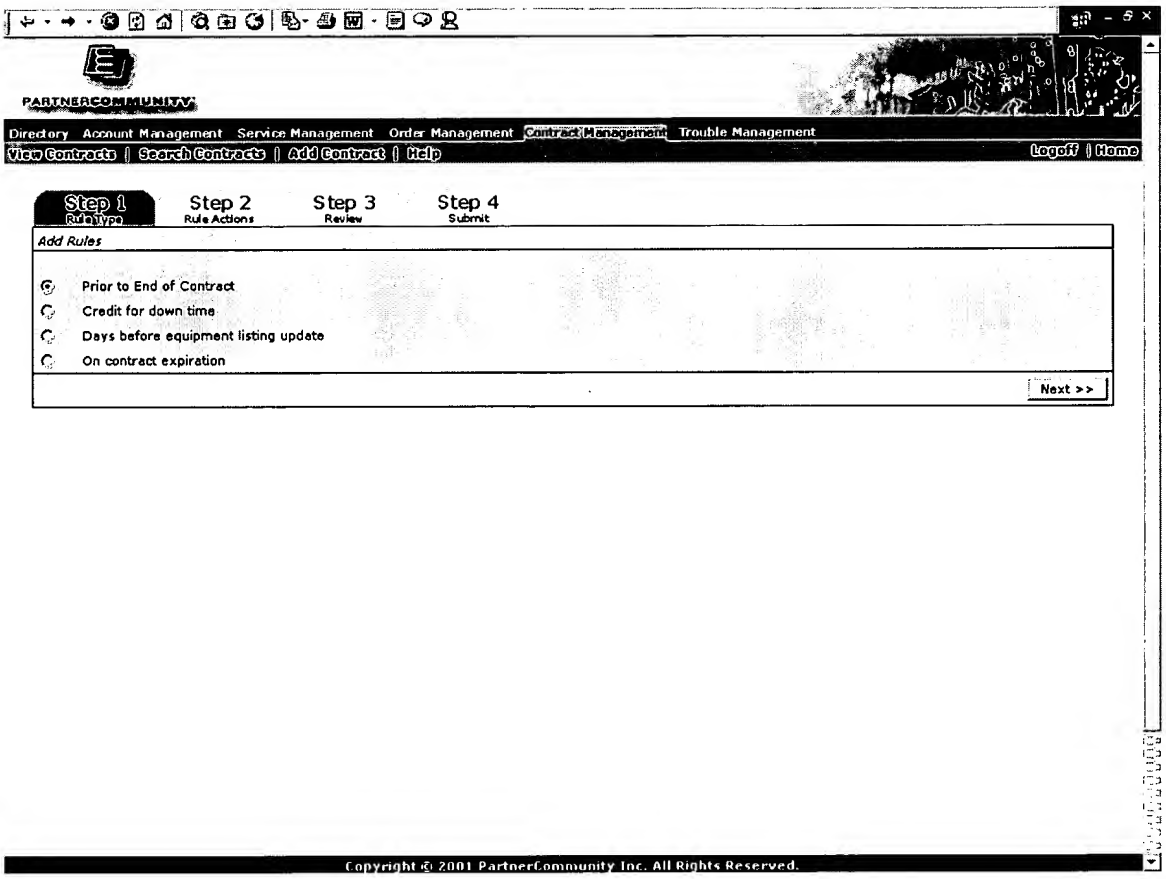
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add Rules
Prior to End of Contract
Credit for down time
Days before equipment listing update
On contract expiration
Next >>
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FIG. 25E

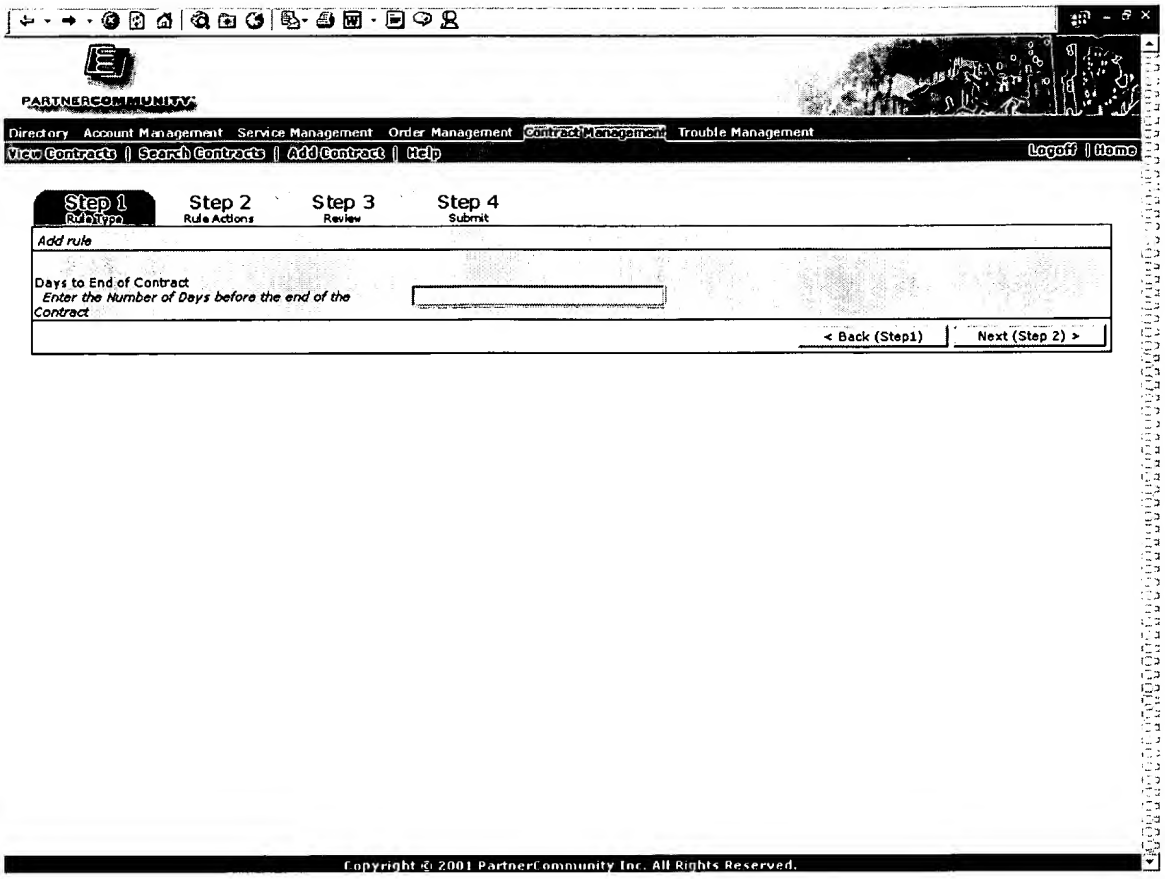
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add rule
Days to End of Contract
Enter the Number of Days before the end of the Contract
< Back (Step1)
Next (Step 2) >
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FIG. 25F

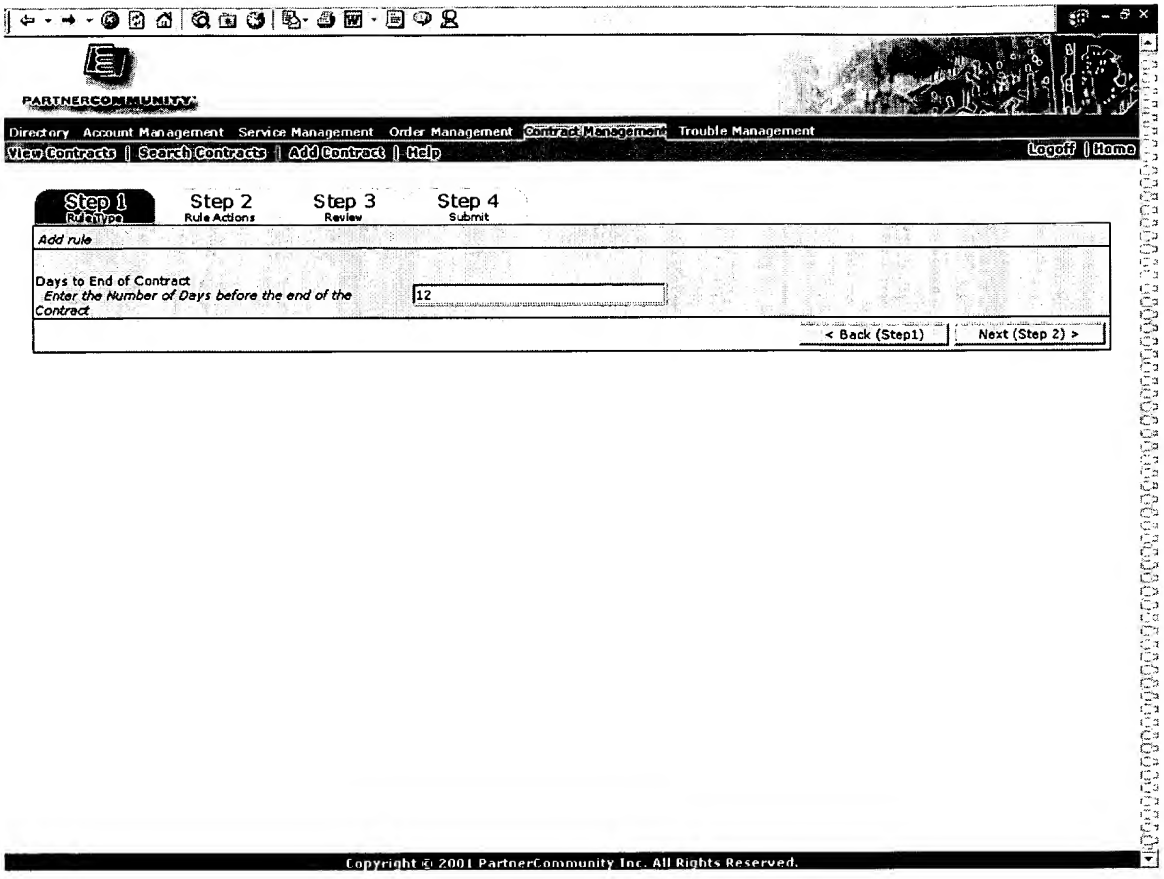
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add rule
Days to End of Contract
Enter the Number of Days before the end of the Contract
12
< Back (Step1)
Next (Step 2) >
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FIG. 25G

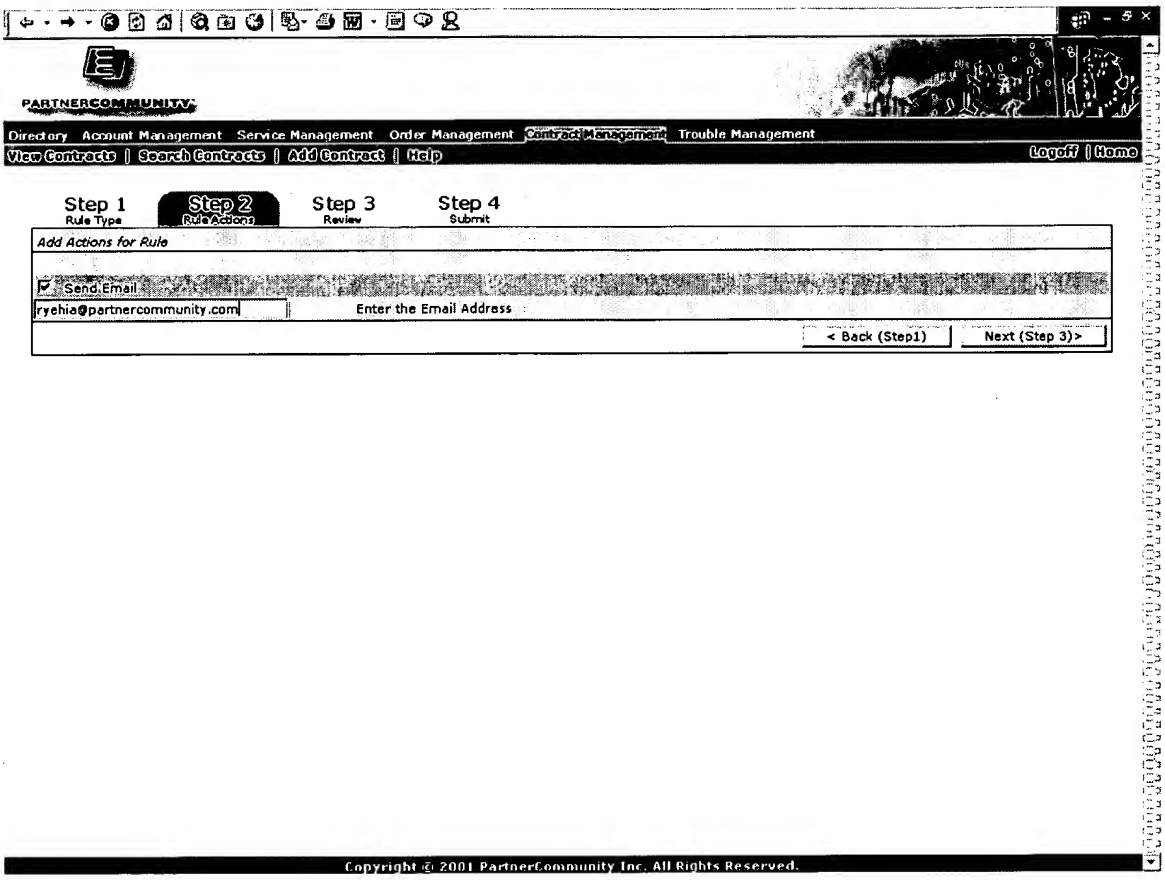
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Add Actions for Rule
Send Email
ryehia@partnercommunity.com
Enter the Email Address
< Back (Step1)
Next (Step 3)>
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FIG. 25H

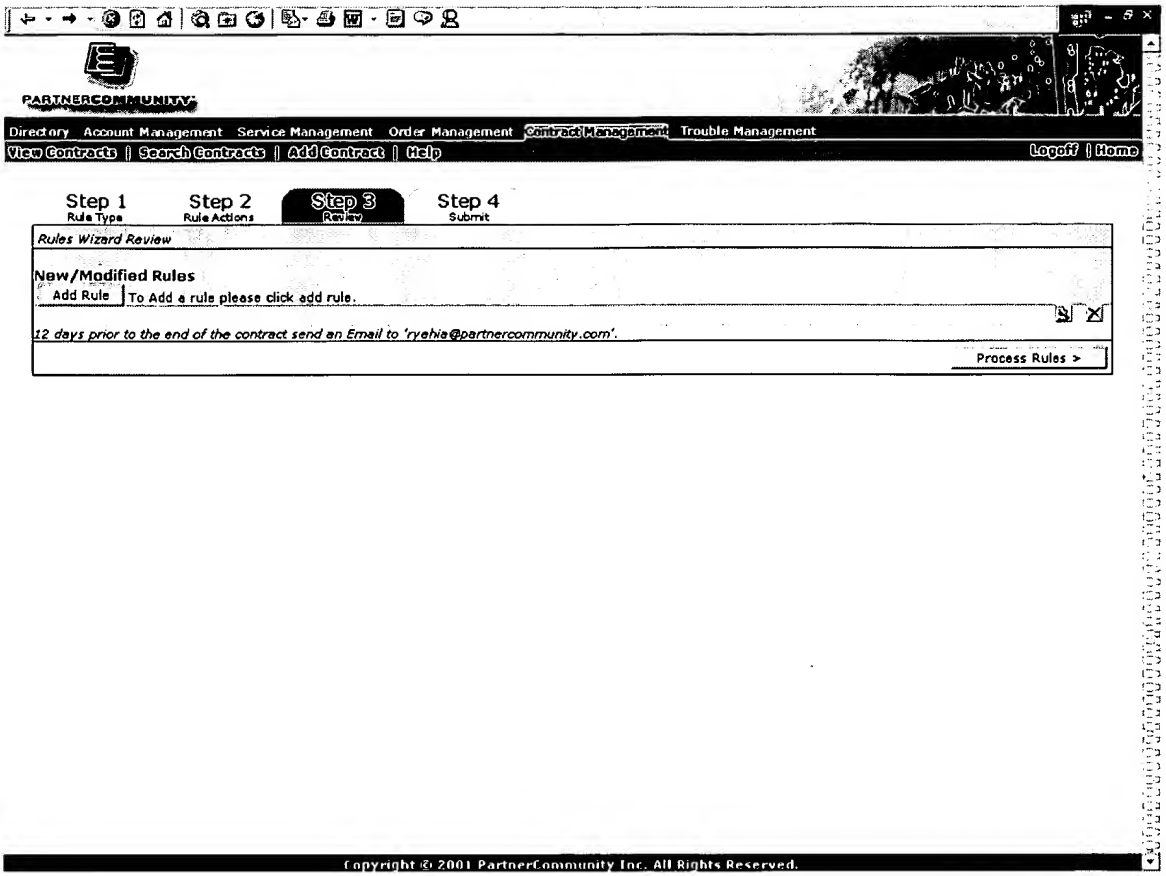
PARTNERCOMMUNITY
Directory
Account Management
Service Management
Order Management
Contract Management
Trouble Management
View Contracts | Search Contracts | Add Contract | Help
Logoff | Home
Step 1
Rule Type
Step 2
Rule Actions
Step 3
Review
Step 4
Submit
Rules Wizard Review
New/Modified Rules
Add Rule
To Add a rule please click add rule.
12 days prior to the end of the contract send an Email to 'ryehia@partnercommunity.com'.
Process Rules >
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FIG. 25I